

TEEN SERVICES SPECIALIST

(Range 111)

DEFINITION

Performs a variety of paraprofessional work to support the programs, partnerships, and/or operations of a Teen Services Department, Youth Services Department, and/or Teen Tech Center at a branch library.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Teen Services Department Head or assigned Department Head.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

This class specification lists the major duties and requirements of the job and is not all inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

1. Provides exceptional internal and external customer service to promote a positive patron experience.
2. Assists teens and other youth with a variety of projects that support planning for the future, including pursuing academic and job opportunities that leverage their skills and experience.
3. Instructs teens and other youth with the use of a variety of technical equipment and software programs.
4. Maintains a safe environment for both staff and patrons.
5. Supports the implementation of special programs and exhibits to improve teen communication, creativity, and job skills; and to encourage greater patronage of the Library District.
6. Utilizes a variety of electronic devices, sound recording equipment, printers, automated library systems, and software programs including e-mail, Internet, social media, and other digital tools and resources.
7. Provides basic computer maintenance, including file management, trouble-shooting, and technical support.
8. Conducts outreach to external organizations including schools, community centers, and other organizations to promote library services.
9. Ensures physical maintenance and proper location of library materials and equipment related to the department.

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10. Prepares and conducts programs targeted for teens and other youth.
11. Decorates the department with appropriate accessories utilizing teen created artwork and projects.
12. Provides reference and other services to teens and other library patrons by searching files, the library material collection, and automated library systems to locate requested information or materials.
13. Conducts tours of the department for teachers, students, schools, and other interested groups.
14. Maintains compliance with the Library District, Branch, Teen Services and Youth Services Department policies and procedures and explains policies and procedures to patrons and staff.
15. Maintains knowledge of Teen Services and/or Youth Services.
16. Exercises limited decision making skills.
17. Responds to public and staff inquiries in a courteous and timely manner.
18. Schedules public use of equipment, when appropriate.
19. Maintains positive communication between branch staff, other departments, and Library District Administration.
20. Supports volunteer mentors, ensuring they work effectively with teens and other youth.
21. Maintains, tracks, and files a variety of patron and statistical data and records.
22. Interacts extensively in person, over the telephone, and electronically in the general correspondence with Library District staff and management, other library systems, outside agencies, partners, vendors, and the general public.
23. Operates library and general office equipment including but not limited to copy machine, telephone, and fax machine.
24. Ensures that the calendar of programs, activities, and events for the department is maintained.
25. Provides information about District-wide activities, facilities, and services.
26. Attends and/or conducts meetings and training sessions onsite and offsite, and participates in sharing ideas and issues in support of collaborate projects across networks.
27. Promotes and supports the overall mission of the District by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a harmonious and effective workplace environment.

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Marginal Functions:

1. Performs related duties and responsibilities as required.
2. Assists in other departments as needed.
3. Participates in committee work as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Teen and youth development, coaching, and instruction.
2. Working with teens and youth in underserved neighborhoods.
3. Teen and youth culture, including social media and Young Adult literature.
4. Informal learning environments and the principles of collaborative learning and interest-driven learning.
5. Various software programs and associated technologies including but not limited to Photoshop, Scratch, and digital recording software.
6. Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds.
7. Principles and practices of program implementation.
8. Determining community needs and interests, and methods for providing resources.
9. Planning methods and techniques.
10. Organizational and time management skills.
11. Report and record keeping principles and methods.
12. Principles, practices, and techniques of public library services.
13. Automated systems used in libraries including on-line tools and resources, Internet, and computerized catalogs.
14. Research techniques, and the sources and availability of current information.
15. Children's and Young Adult literature.
16. Basic accounting principles and procedures.
17. Library of Congress Classification System.
18. Library District's overall mission and strategic initiatives.
19. Library District, Branch, and Department policies and procedures.

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20. Pertinent federal, state and local laws, regulations, and ordinances.
21. Correct business English including spelling, punctuation, and grammar.
22. Library District terminology and functions.

Skilled in:

1. Use of a variety of electronic devices, resources, and associated software programs.
2. Instructing others in the use of library resources, technical equipment, and services.
3. Planning, directing, and reviewing the work of others on a project or day-to-day basis.
4. Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
5. Organizing own work, setting priorities, and meeting critical deadlines.
6. Using initiative and independent judgment within established procedural guidelines.
7. Establishing and maintaining effective working relationships with those contacted in the course of the work.
8. Use of library and general office equipment.
9. Maintaining accurate records, files, and inventories of equipment.
10. Preparing clear and concise reports, correspondence, and other written materials.
11. Use of automated library systems.
12. Library research techniques and literacy programming implementation.
13. Making accurate arithmetic calculations.

Ability to:

1. Quickly learn and teach basics of new software and equipment (creative software such as Adobe Photoshop, etc., and new technologies e.g. 3D printers, Carvey, etc.)
2. Maintain the mental capacity for effective interaction and communication with others especially young adults.
3. Interpret and explain Library District, Branch and Department policies and procedures.
4. Serve library patrons and staff with patience, tact and courtesy.
5. Effectively communicate with and elicit information from difficult, upset and irate patrons.

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6. Exercise initiative, independent judgment, and discretion.
7. Exercise good judgement and make sound decisions.
8. Perform multiple tasks concurrently.
9. Initiate change that improves service.
10. Understand and follow oral and written instructions.
11. Communicate clearly and concisely, both orally and in writing.
12. Plan, develop, organize, and prioritize projects and work assignments for efficient results.
13. Accept and manage change and maintain flexibility.
14. Work effectively under pressure and meet deadlines.
15. Work both independently and as part of a team.
16. Establish and maintain effective working relationships and partnerships, both internal and external, during the course of work.
17. Motivate and mentor volunteers and youth.
18. Work quickly and accurately.
19. Effectively perform outreach to the community.
20. Prepare clear and concise reports.
21. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
22. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - conducting story hours and programs;
 - operating assigned equipment.

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Training and Experience:

Bachelor's degree required. Substantial coursework in teen literature and/or development or equivalent training and/or experience working with teens.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

Physical Requirements:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in an office setting, use standard office equipment and stamina to sit or stand for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

Work is subject to travel.

FLSA: **NON-EXEMPT**
CBA: **NON-SUPERVISOR**
DEVELOPED: **AUGUST 4, 2017**
 MARCH 14, 2018