

# **YOUTH SERVICES MANAGER**

## **(Range 129)**

### **DEFINITION**

Performs a variety of complex professional, supervisory and administrative managerial work in the planning, coordination, implementation and partnership evaluation for Youth Services throughout the Library District including identifying, planning, coordinating, and implementing system wide programs, special events, general exhibits, staff training, and direction in the areas of early literacy and childhood development, school support services, teen programming and family engagement.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Community Engagement Director.

Exercises direct supervision over assigned subordinate staff. Provides direction, sets and secures program support for Youth Services staff pertaining to District-wide initiatives.

### **RESPONSIBILITIES:**

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

1. Supports the overall mission of the Library District by providing exceptional internal and external customer service to ultimately promote a positive patron experience.
2. Provides District-wide management in the administration, coordination, planning, implementation, and evaluation of Library District Youth Services programs by leading and directing all youth-related Community Engagement initiatives.
3. Provides District-wide direction in the coordination, planning, implementation, and evaluation of Youth Services programming partnerships.
4. Establishes guidelines, leads, and approves the development of external partnerships for Youth Services programming; Coordinates partnership efforts for library branches and for library outreach of Youth Services District-wide. Sets programming and partnership standards for Youth Services staff to reach.
5. Plans, develops, and implements tasks in the coordination of system wide youth program activities and services, such as performances, workshops, festivals, youth reading incentive programs, author and literacy programs, school, teen and family engagement programming initiatives and diversity programs.
6. Serves as the primary liaison between the Library District, Clark County School District, private schools, and other community organizations serving children and young adults.
7. Develops and conducts the coordination of training for Library District Youth Services staff.
8. Provides evaluation feedback to supervisors of Library District Youth Services staff upon request.

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9. Assists with the planning, development, and maintenance of Library District website pages to support the education, information, and recreational interests of youth and families.
10. Provides recommendations for children's collection materials and works with materials selectors, Youth Services staff, Branch Managers, and Collection & Bibliographic Services staff to strengthen and maintain the Youth Services material collection.
11. Compiles and submits appropriate marketing, promotion, and public relation programming activity requests which may include writing draft copy for collateral materials. Assists with and promotes publicity efforts for Youth Services and youth partnership activities by writing articles, speaking publicly, and conducting press interviews.
12. Recommends possible grant funded initiatives for youth programming and upon request assists with the writing, development and management of grants regarding Youth Services activities and programs; Implements, administers, manages and oversees grant funded youth programs and activities.
13. Prepares planning documents in support of Library District initiatives including developing goals, objectives and measurements for library branch Youth Services staff; and compiles, interprets, evaluates and reports data.
14. Resolves a wide range of routine and non-routine issues and difficult situations including mediating between external and internal users and departmental staff; and interprets policies, procedures and guidelines for Library District staff.
15. Supervises subordinate staff including scheduling, training, working with staff, to correct deficiencies, disciplining, and completing appropriate employee documentation.
16. Directs and prioritizes the work of subordinate staff.
17. Prepares, submits, and summarizes various routine and non-routine reports.
18. Prepares, submits, and maintains assigned departmental budget and adheres to established Library District objectives in such.
19. Exercises decision making skills in programming, staff and client issues, and budget evaluation.
20. Prepares and reviews a variety of records and reports to include funding requests and professional services invoices, monthly reports, billing invoices, and facility use statistics and reports.
21. Develops, interprets, and implements Library District and Department policies and procedures.
22. Ensures compliance with all pertinent federal, state and local laws, regulations, and codes as well as all Library District policies and procedures.
23. Ensures the set-up of event materials and facilities, the preparation and display of

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community information notices, and provides instruction to staff on such when needed.

24. Interacts extensively in person, over the telephone, and electronically in the general correspondence with Library District staff and management, outside agencies, partners, performers, vendors and the general public.
25. Responds to public and staff inquiries and complaints in a courteous and timely manner.
26. Utilizes a variety of electronic devices, resources and software programs including email, the Internet and social media.
27. Attends or conducts staff and other miscellaneous meetings and training sessions at various meeting sites within the Library District and/or offsite.
28. Conducts presentations to staff, Administration, Board of Trustees and community groups as needed.
29. Participates on interview panels; selects staff for assigned department and assists with training of District Youth Services staff upon request.
30. Maintains positive communication between branch staff, other departments and Library District Administration.
31. Operates office equipment including but not limited to: copy machine, telephone, and facsimile machine.
32. Maintains a safe environment for both staff and patrons.
33. Maintains positive communication between branch staff, other departments, and Library District Administration.
33. Operates Library District vehicles.
34. Performs related duties and responsibilities as required.

**Marginal Functions:**

1. Participates in committee work as needed.
2. Attends and participates in professional association meetings and seminars, and other applicable training sessions.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

1. Professional library principles, practices, and techniques and of program planning, development, implementation and administration.
2. Current literature, service models, research, and library trends across the fields of Youth Services.

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3. Library of Congress Classification System.
4. Automated systems used in libraries.
5. Report and record keeping principles and methods.
6. Basic accounting principles and procedures.
7. Basic principles of budget development, administration and control.
8. Research techniques, and the sources and availability of current information.
9. Effective supervisory techniques and practices.
10. Library District, Branch, and Department policies and procedures.
11. Library District terminology and functions.
12. Correct English usage, spelling, punctuation and grammar.

**Ability to:**

1. Supervise and direct work of subordinate staff.
2. Exercise good judgment and make sound decisions.
3. Ability to work under pressure and meet deadlines.
4. Motivate and mentor staff.
5. Establish and maintain effective working relationships with those contacted in the course of work.
6. Plan, organize, and conduct meetings.
7. Plan, organize, and prioritize projects and work assignments for efficient results.
8. Interpret, explain and apply Library District and Department policies and procedures.
9. Initiate changes that improve service.
10. Accept and manage change and maintain flexibility.
11. Exercise initiative, independent judgment and discretion.
12. Evaluate and implement services from a District-wide perspective.
13. Perform multiple tasks concurrently.
14. Work quickly and accurately.

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15. Prepare clear and concise reports.
16. Work both independently and as part of a team.
17. Understand and follow oral and written instructions.
18. Communicate clearly and concisely, both orally and in writing.
19. Plan, organize and conduct meetings and public speaking activities.
20. Effectively communicate with and elicit information from difficult, upset and irate individuals.
21. Serve library patrons and staff with patience, tact and courtesy.
22. Establish and maintain effective working relationships and partnerships, both internal and external, during the course of work.
23. Maintain the mental capacity for effective interaction and communication with others.
24. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - sitting, walking or standing for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - climbing;
  - operating assigned equipment.
25. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment.
26. Work on-call evenings, weekends and holidays.

**Skilled in:**

1. Use of automated library information systems equipment.
2. Use of a variety of electronic devices, resources and associated software programs.
3. Use of library and general office equipment.

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**Training and Experience:**

Master's Degree in Library Science from a college or university accredited by the American Library Association, or a Master's Degree in a related field of Youth or Family Services including but not limited to early literacy, childhood development, education, or programming required. Three (3) years of increasingly responsible work experience in the Youth Services field, some of which includes prior supervisory experience, the execution of youth programs, and experience in partnership development, implementation and evaluation. Demonstrated ability to effectively supervise and motivate subordinate staff, seek and develop innovative youth programs, implement strategic service objectives with measureable outcomes, and possess strong leadership and management skills that include the ability to effectively communicate to diverse groups, and develop and maintain positive relationships with library patrons, vendors, partners, Library District staff and management required.

**License, Certificate, or Requirements:**

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

**Physical Requirements:**

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent light lifting (5-10 pounds) and moderate lifting (11-20 pounds) or moving items of moderately heavy weight (20-50 pounds); frequent bending, reaching, pushing and stooping; the sustained operation of such devices associated with equipment used to perform tasks required of the position; utilizing a keyboard, and sitting or standing for extended periods of time.

Tasks require sound perception, color perception, depth perception, visual perception, and oral communications ability.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

<b>JOB CODE:</b>	<b>1457</b>
<b>FLSA:</b>	<b>EXEMPT</b>
<b>CBA:</b>	<b>MANAGER</b>
<b>DEVELOPED:</b>	<b>JUNE 29, 1999</b>
<b>REVISED:</b>	<b>APRIL 20, 2001</b>
	<b>MAY 5, 2003</b>
	<b>DECEMBER 23, 2005</b>
	<b>FEBRUARY 9, 2016</b>
	<b>MARCH 14, 2018</b>