

Job Title: Teen Services Specialist**Status: Hourly; Non-Exempt; Limited Benefits Available****Hours: Requires morning, afternoon, evening, and weekend hours****Position Summary**

The Teen Services Specialist creates and leads engaging activities and events for teens in the library, for both small groups and large gatherings. The position also provides front-line services to patrons of all ages and performs other supportive duties. This position plans and leads a wide variety of programs, identifies and purchases program supplies, designs marketing materials and social media posts, and records and reports program statistics. They also contribute to department tasks such as shelving and creating displays. This person is responsible, dependable, creative, and comfortable leading groups.

Training and Experience

Required:

- High school diploma or equivalent
- At least one year of experience working or volunteering with teens
- At least one year of experience working with the public

Preferred:

- College degree or college experience
- Public library experience
- Bilingual in Spanish and English

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

Representative Duties and Responsibilities

The following duties are normal, but not exclusive or all-inclusive, expectations for this job. Other duties of a similar nature may be required and assigned.

- Create a welcoming and safe environment in the Teen Department
- Develop positive relationships with teens who visit the library and encourage them to return
- Apply an understanding of adolescent development to engage with teen patrons effectively; proactively manage and de-escalate behaviors such as disputes, excessive noise, or horseplay.
- Contribute to library programs at various levels, whether developing new concepts or assisting with the implementation of age-appropriate and interesting programs that will appeal to teens; activities can be educational, recreational, or social.
- Lead afternoon and evening activities for teens, working to create an engaging and fun atmosphere during teen events
- Browse library literature, search GALILEO databases, and become familiar with materials related to library service to teens
- Uphold all library policies, including the Patron Code of Conduct
- Monitor and respond to the safety and security of library patrons; report situations according to established procedures
- Assist with the creation of engaging social media videos to promote the department's programs and services.
- Help patrons of all ages with basic library tasks such as finding library materials, using computers, and printing/copying items; answer patrons' questions
- Support daily department operations as needed, including organizing and re-shelving materials, creating relevant book displays, and performing general office duties
- Meet the system's expectation to complete at least 20 hours of approved work-related training activities annually (this does not apply to temporary and substitute workers)

May also:

- Direct operations of the library in the absence of supervisors, being responsible for opening and closing the department and/or library
- Assist other departments with programs and staffing desks as needed
- Complete monetary transactions with patrons regarding fines, fees, and purchases
- Develop attractive marketing materials (flyers, social media posts, etc.) to promote teen activities
- Drive to deliver library programs and materials off-site
- Contact schools and plan outreach activities

- Assist with the cleaning of the library building
- Participate in at least two approved off-site outreach programs each year (this does not apply to temporary and substitute workers)
- Train and oversee library volunteers as assigned

Knowledge, Skills, and Abilities

Knowledge of:

- Customer service principles
- Teen literature and media
- Basic library operational principles and practices
- Application of ARLS policies, procedures, and activities
- All normal and emergency library building procedures

Skills:

- Public speaking and program presentation techniques appropriate to the targeted audiences
- Organizational skills and the ability to prioritize assignments and activities
- Aptitude for creative projects such as activities, displays, crafts, and decorations
- Confidence to communicate library rules and enforce behavioral policy, especially with youth
- Personal computer proficiency
- Effective communication and interpersonal skills for use with coworkers and the public

Ability to:

- Plan and prioritize assignments and activities
- Collect cash and make correct change mentally
- Stay up-to-date with popular culture and teen trends
- Work both independently within established guidelines, and as part of a team
- Work with people with tact, patience, and courtesy
- Effectively use Google Workspace applications, social media platforms, and other software programs
- Maintain regular, predictable, and punctual attendance
- Learn and use basic office equipment, such as computers, mobile devices, tablets, printers, scanners, copiers, and cash registers
- Provide external and internal service that is welcoming, committed to excellence, inclusive, and respectful, and that supports the community and co-workers
- Organize and shelve library materials quickly and efficiently

Physical demand requirements are at levels of Medium Work.