

Job Description



JOB TITLE: Youth Services Associate

FLSA STATUS: Non-exempt

REPORTS TO: Head of Youth Services

PAY GRADE: 21

JOB SUMMARY: Responsible for performing tasks at a public service desk and assisting patrons in the use of the Library, its materials, services, and electronic resources.

ESSENTIAL FUNCTIONS:

- Provides uniformly gracious and friendly service to all.
- Assists patrons in the full use of the Library and its digital and print resources, including basic reference service, readers advisory, and downloading digital content.
- Participates in collection maintenance.
- Participates in the creation of bibliographies and displays.
- Assists patrons with publicly available technology. Troubleshoots problems and notifies appropriate staff of complex issues.
- May participate in copy cataloging and processing of Library materials.
- Participates in outreach and programming efforts of the Youth Services Department. Sets up meeting rooms and other spaces for programs.
- Assists with gathering of statistical data.
- Assists patrons with program registration.
- Monitors volunteers as part of the youth volunteer program.
- May act as staff member in charge of building in the absence of a manager.
- Performs tasks associated with opening and closing the Department.
- Writes and submits incident reports.
- Seeks and engages in professional development opportunities relevant to youth services.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the policies and procedures of the Library.
- Knowledge of computers, the Internet, email, Microsoft Windows and Office applications, and other relevant technologies and equipment.
- Knowledge of alphabetic and decimal numeric filing rules.
- Excellent organizational, interpersonal, and communication skills in a team environment.
- Excellent customer service skills.
- Ability to be accurate, detail-oriented, and efficient in the performance of assigned duties.
- Ability to follow written and verbal directions.
- Ability to effectively communicate orally and in writing.
- Ability to be flexible and adaptive to change.
- Ability to reach, bend, stoop, and lift to access Library areas and materials.
- Ability to move a fully loaded book truck.
- Ability to lift, push, and pull equipment, furnishings, and supplies as necessary to set up programs.

QUALIFICATIONS:

- Library Technical Assistant Certification (preferred) or equivalent work experience.
- Minimum one year of experience in a public service environment working with youth; library experience preferred.