

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.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

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. 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.
5. Ensures physical maintenance and proper location of library materials and equipment related to the department.
6. 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.
7. Prepares and conducts programs targeted for teens and other youth.
8. Ensures that the calendar of programs, activities, and events for the department is maintained.
9. Supports volunteer mentors, ensuring they work effectively with teens and other youth.
10. Conducts outreach to external organizations including schools, community centers, and other organizations to promote library services.

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11. Maintains knowledge of Teen Services and/or Youth Services.
12. Provides information about District-wide activities, facilities, and services.
13. 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.
14. Responds to public and staff inquiries in a courteous and timely manner.
15. 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.
16. Conducts tours of the department for teachers, students, schools, and other interested groups.
17. Decorates the department with appropriate accessories utilizing teen created artwork and projects.
18. Maintains, tracks, and files a variety of patron and statistical data and records.
19. 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.
20. Provides basic computer maintenance, including file management, trouble-shooting, and technical support.
21. 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.
22. Exercises limited decision making skills.
23. Schedules public use of equipment, when appropriate.
24. Maintains positive communication between branch staff, other departments, and Library District Administration.
25. Operates library and general office equipment including but not limited to copy machine, telephone, and fax machine.
26. Maintains a safe environment for both staff and patrons.
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. Participates in committee work as needed.
2. Assists in other departments as needed.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Library District's overall mission and strategic initiatives.
2. Teen and youth culture, including social media and Young Adult literature.
3. Teen and youth development, coaching, and instruction.
4. Informal learning environments and the principles of collaborative learning and interest-driven learning.
5. Determining community needs and interests, and methods for providing resources.
6. Working with teens and youth in underserved neighborhoods.
7. Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds.
8. Organizational and time management skills.
9. Planning methods and techniques.
10. Report and record keeping principles and methods.
11. Basic accounting principles and procedures.
12. Principles and practices of program implementation.
13. Principles, practices, and techniques of public library services.
14. Children's and Young Adult literature.
15. Library of Congress Classification System.
16. Research techniques, and the sources and availability of current information.
17. Automated systems used in libraries including on-line tools and resources, Internet, and computerized catalogs.
18. Various software programs and associated technologies including but not limited to Photoshop, Scratch, and digital recording software.
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. Instructing others in the use of library resources, technical equipment, and services.
2. Planning, directing, and reviewing the work of others on a project or day-to-day basis.
3. Library research techniques and literacy programming implementation.
4. Making accurate arithmetic calculations.
5. Maintaining accurate records, files, and inventories of equipment.
6. Preparing clear and concise reports, correspondence, and other written materials.
7. Using initiative and independent judgment within established procedural guidelines.
8. Organizing own work, setting priorities, and meeting critical deadlines.
9. Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
10. Establishing and maintaining effective working relationships with those contacted in the course of the work.
11. Use of automated library systems.
12. Use of a variety of electronic devices, resources, and associated software programs.
13. Use of library and general office equipment.

Ability to:

1. Establish and maintain effective working relationships and partnerships, both internal and external, during the course of work.
2. Effectively perform outreach to the community.
3. Exercise initiative, independent judgment, and discretion.
4. Exercise good judgement and make sound decisions.
5. Work effectively under pressure and meet deadlines.
6. Plan, develop, organize, and prioritize projects and work assignments for efficient results.

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7. 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.)
8. Accept and manage change and maintain flexibility.
9. Initiate change that improves service.
10. Perform multiple tasks concurrently.
11. Work quickly and accurately.
12. Prepare clear and concise reports.
13. Understand and follow oral and written instructions
14. Interpret and explain Library District, Branch and Department policies and procedures.
15. Work both independently and as part of a team.
16. Serve library patrons and staff with patience, tact and courtesy.
17. Communicate clearly and concisely, both orally and in writing.
18. Effectively communicate with and elicit information from difficult, upset and irate patrons.
19. Motivate and mentor volunteers and youth.
20. Maintain the mental capacity for effective interaction and communication with others especially young adults.
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;

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--operating assigned equipment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Training and Experience:

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

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.

License, Certificate, or Special Requirements:

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

A valid Nevada driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: AUGUST 4, 2017