



TITLE: Teen Associate II

DEPARTMENT: Teen Department

REPORTS TO: Department Head – Teen Services

GRADE: _____

FLSA STATUS:

EFFECTIVE DATE: _____

APPROVAL: _____

JOB SUMMARY:

Assists the Teen Services Department Head with the promotion, process and management of the Teen Service’s Department.

Essential Job Functions

- The Teen Services Associate II is responsible to the Head of Teen Services for supporting the goals of the Teen Services department in all matters, in accordance with current Library policies and procedures.
- Provides services in a timely, sensitive, and confidential manner, consistent with a high level of customer service. Behaves in a manner consistent with cheerfulness and optimism, and conveys the same to patrons and staff. Assures high patron and staff satisfaction in all transactions. Assures the prompt, appropriate handling of patron concerns.
- Demonstrates good judgment in the interpretation of library and departmental policies.
- Provide excellent reader’s advisory and reference service—assist patrons in selecting materials appropriate for their stated needs.
- Conducts basic computer instruction to teens and families.
- Assists in the training of new teen staff members.
- Assists in developing and producing programs, displays, booklists, and electronic resources that promote the collections and services for young adults.
- Assist in all programs, in-house and outside Library, this includes school services and other special needs programs and events.
- Maintains a high level of knowledge of popular young adult materials and the reading tastes of the community. Discusses literature with confidence and enthusiasm and does not judge the reading tastes of others.
- Assists in the opening and closing procedures.
- Performs all work in a safe and courteous manner, including during emergencies.
- Commits to a continuous learning environment for self and others.

- Performs other duties as assigned.

Interactions

This position interacts with the entire staff of the young adult department, other library departments, patrons, and professional colleagues in other libraries and organizations.

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Physical and Mental Job Conditions

This job requires:

- Sitting and standing for long periods of time.
- Concentrating and paying attention to detail for long periods of time.
- Quickly and accurately placing items in alphabetical or numerical order.
- Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- Typing (keyboarding) accurately and rapidly.
- Looking at a computer screen and retrieving and processing information for long periods of time.
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Education or equivalent

Education, training, and/or relevant experience equivalent to the completion of a bachelor's degree.

LTA desired.

Experience

Experience in public libraries and/or customer service.

Strong, practical knowledge of Young Adult literature.

Competent user of automated services and related technologies.

Excellent communication skills.

JOB SETTING/ENVIRONMENTAL/SOCIAL CONDITIONS:

Indoor conditions.

Must maintain professional manner when dealing with patrons, staff, and others.

Remaining calm and actively listening when faced with anger or hostility.

Must be able to work independently as well as with a team.

Evening and weekend work required.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

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Reviewed 1/2018