

## Job Description

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**JOB TITLE:** Youth Services Associate

**FLSA STATUS:** Non-exempt

**REPORTS TO:** Head of Youth Services

**PAY GRADE:** 3

**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 Library marketing, publicity, and creation of 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.
- Assists with gathering of statistical data.
- Assists patrons with program registration.
- Supervises volunteers as part of youth volunteer program.
- May participate in verifying incoming shipments of Library material orders.
- May act as staff member in charge of building in the absence of a manager.
- Performs tasks associated with opening and closing the Department.
- Provides written incident reports to Management Team.
- 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, social media, 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 adapt 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:**

- Minimum two years of college or Library Technical Assistant Certificate.
- Minimum one year of experience in a public service environment working with youth; library experience preferred.