Kids & Teens Associate

Position: Kids & Teens Associate
Reports to: Head of Kids & Teens
Date of Revision: February 2020

Department: Kids & Teens
Number Supervised: 0

Status: Part-time, Non-Exempt
Job Grade: 5

Necessary Qualifications
Education and Experience:
- Associate Degree in a child related field or LTA; BA preferred
- Strong oral and written communication skills. Ability to communicate effectively in English.

Knowledge, Skills and Abilities:
- Demonstrated ability to provide excellent customer service.
- Knowledge of library policies and procedures; service standards; emergency procedures and core library resources, equipment and devices, including social media.
- Knowledge of and/or interest in popular materials, programming and services for youth.
- Demonstrated working knowledge of technology including Microsoft Suite, Google Suite and Windows operating system.
- Ability to learn new technology and equipment, and apply this knowledge to job duties.
- Ability to work with minimal supervision, establish and maintain priorities, meet deadlines, exercise initiative, and make independent decisions.
- Strong commitment to teamwork and the ability to work with co-workers in a pleasant manner.
- Ability to represent the library in a professional manner.

Desired Skills:
- Ability to speak Spanish or Polish.

Job Summary:
The Kids & Teens Associate is responsible for assisting kids, teens, and families use the library. They primarily work the service desk, providing reference and readers advisory to patrons, as well as developing displays and bulletin boards, and assisting staff with program prep and other special projects.

Essential Job Functions:
- Provides friendly and proactive customer service.
- Provide reference, readers advisory and technology assistance to patrons in person, online and on the phone, and instructs them in the use of library resources.
- Promotes the collection and services through creative displays, bibliographies and print and online marketing.
- Uses library’s calendar software to schedule and register patrons for programs.

**Additional Duties:**
- May select material for the collection.
- May assist other staff in conducting programs.
- Understands, follows, and carries out all library policies and emergency procedures.
- Develops annual goals with supervisor.
- May participate in library committee work and staff training.
- Other duties as assigned.

**Working Conditions/Job Requirements:**
- Extensive hours of computer use
- Lifting or moving loads up to 20 lbs.
- Must be able to drive, hold a valid driver’s license, and/or have access to reliable transportation
- Ability to work schedule as decided with supervisor
  - May require some evening and weekend shifts