

Adult and Teen Associate

Department: Adult and Teen Services

Reports To: Adult and Teen Services Manager

Status: Part Time/Non-exempt

Pay Grade: VIII

Supervises: N/A

Revised: 10/10/19

Job Summary

Provides library service for all patrons, with special emphasis on adult and teen services and programs

Competencies

- Strong work ethic - Demonstrates positive habits such as arriving to work on time, stays motivated and focused, and finishes tasks on time
- Good communication skills - Listens to and understands what others are saying, asking for any needed clarification. Projects positive body language and facial expressions; writes messages, reports, and other types of documents with clarity and efficiency. Relays information using visual aids or graphic tools, if required
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others views; gives and welcomes feedback; helps in building a positive team spirit; puts success of the team above own interests; contributes to Library morale and group commitments to goals and objectives; supports everyone's efforts to succeed
- Problem solving skills - Uses personal knowledge and experience to find answers to pressing problems; formulates effective solutions
- Flexibility - Demonstrates adaptability, is willing to change and learn (Is teachable), accepts new things
- Organizational Awareness - Ability to develop a clear strategy to getting things done based on an understanding and general knowledge of the Library

Essential Functions & Responsibilities

Primary Responsibilities

- Works the public service desk; provides reference and readers' advisory service, primarily to adult and teen patrons. Selects and maintains assigned collections
- Participates in planning and presentation of programs for adults and teens
- Assists in creating and executing timely and well-rounded material displays for adult-teen department

- Assists patrons accessing/using library computers, web based email, printers, scanners, microfilm readers, copiers, and other equipment
- Assists patrons using digital library services, such as borrowing e-books or streaming a movie
- Manage all patron user activity of study rooms

Working Conditions

- This job operates in a professional office environment in a building with standard temperature levels. The noise level is usually moderate, but can change depending on specific programming. This role uses standard office equipment
- While performing the duties the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds

Required Education, Experience, and Abilities

- Bachelor’s Degree or LTA certification
- Public service experience
- Strong commitment to customer service
- Ability to develop and implement teen and adult programs, with good presentation skills
- Ability to use common computer applications, including Microsoft Office and Web browsers
- Working knowledge of Windows OS and mobile operating systems (e.g., iOS, Android)
- Ability to operate audio-visual equipment, computer hardware and software, and office machines
- Ability to remain calm in difficult situations
- Ability to work a variety of hours, including evenings and weekends

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions and activities may change or new ones may be assigned at any time with or without notice.

Employee’s Signature

Date