

## Children's Services Associate

**Department:** Children's Services

**Reports To:** Children's Services Manager

**Status:** Part Time/Non-Exempt

**Pay Grade:** VIII

**Supervises:** N/A

**Revised:** 10/10/19

### Job Summary

Provides friendly, high quality customer service to children, families and caregivers. Actively promotes library resources, programs and services in the community, encourages literacy and a love of learning for all ages

### 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, providing reference and readers' advisory assistance to children, tweens and their caregivers
- Participates in planning and presentation of programs for children
- Assists in creating and executing timely and well-rounded material displays for Children's 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
- Performs outreach to local schools and community organizations
- Assists with collection management

**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 and Experience**

- Bachelor's degree or LTA certificate
- One year's previous experience working with children, families and caregivers, preferably in a public library setting
- Proficiency in standard computer software programs such as Microsoft Office Suite, Google products, etc. Knowledge of automated library systems desired
- Must have reliable transportation and be willing to work a flexible schedule of days, 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

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Employee's Signature

Date