

**CITY OF EAST LANSING
EAST LANSING PUBLIC LIBRARY
JOB DESCRIPTION**

AVAILABLE POSITION: Teen Services Specialist

PAY RATE: \$17.87/hour

HOURS PER WEEK: 28 hours per week at-will position; includes nights and weekends

Reports to: Assistant Director

PURPOSE:

Twenty-eight (28) hours per week opportunity for an energetic, visionary and team-oriented Teen Services Specialist with experience in social work with teens; and/or teen library services and programming; teen counseling; and strong public service commitment. The Teen Services Specialist develops inclusive and engaging young adult programming (literacy-based and STEAM-based) and outreach opportunities; provides proactive customer service for all ages; represents the library in the community and works as a liaison with local schools.

ESSENTIAL POSITION FUNCTIONS

1. Manages and coordinates the teen after-school program five days per week, including interacting with teens, developing a rapport with teens and the supervision of volunteers and interns
2. Initiates the development and implementation of teen programs (both in the library and offsite) to increase awareness of library resources and encourage library use
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4. Maintains contact and cultivates relationships with the public, schools, teachers and community organizations to raise the profile and awareness of the library for educational, recreational and promotional purposes relating to the library's teen services
5. Serves as on-duty staff as needed, making decisions dealing with library security, policy, emergency procedures, customer service and conflict resolution
6. Cooperates as a team member with all library staff in performing any professional or nonprofessional duties essential to the achievement of efficient library operations
7. Prepares regular reports for Library Director, Library Board and supervisor
8. Seeks out funding opportunities for teen activities
9. Develops STEAM and technology-based programs for the library's Maker Studio, and collaborates with the Maker Studio Specialist to coordinate teen STEAM programs
10. Performs service desk duties—circulation, readers' advisory, reference and technology instruction based on the patrons' interests
11. Maintains teen social media sites and presence
12. Markets library programs and services to the community
13. Provides lists, blogs, etc for the website
14. Proactively provides customer service
15. Other duties as assigned

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

1. Bachelor's degree in teen-oriented field i.e. social work, education, counseling, library science
2. Minimum of two years of hands-on or in-the-field work with teens (ages 13 to 18 years)
3. Creativity and a proven record in developing innovative teen programming
4. Social work or counseling experience with teens
5. Ability to translate young adult needs and interests into effective library services and programs

6. Ability to maintain awareness of new developments and trends in the field through professional journals, workshops and conferences, and professional networking
7. Ability to diffuse patron complaints and handle security issues
8. Ability to define problems, collect data, establish facts and draw valid conclusions
9. Comfortable implementing programs, building community relationships and speaking before large groups
10. Must be self-motivated and in possession of excellent critical thinking skills and be able to exercise initiative and independent judgment
11. Familiarity with Makerspaces and maker-related programs in public libraries
12. Excellent community engagement skills, especially with teens
13. Ability to work in a collaborative, dynamic, fast-paced environment
14. Excellent organizational and time management skills
15. Embraces change in work environment, procedures and services
16. Highly responsive and has clear oral and written communication skills
17. Knowledgeable and experienced in social media and marketing

PREFERRED QUALIFICATIONS

1. Public library experience
2. Masters in Library Science
3. Experience with project and process management
4. Experience training and supervising volunteers

PHYSICAL DEMANDS

1. Ability to sit and use computer for extended periods and operate standard office equipment
2. Ability to lift and move up to fifty (50) pounds
3. Ability to push book trucks with up to 150 pounds of materials on them
4. Ability to perform repeated reaching, bending and squatting
5. Travel by automobile is required frequently

WORKING CONDITIONS

1. Majority of work performed in library environment and East Lansing community
2. Requires availability for extended hours as needed
3. Requires evenings and weekends
4. Requires periodic participation and attendance at events and training

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of The East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

EAST LANSING IS AN EQUAL OPPORTUNITY EMPLOYER. THIS POSITION REQUIRES A BACKGROUND CHECK