

Position Title: Teen Central Manager

Department: Teen Central

Reports To: Director

Hours: Full-Time (37.5 hours/week)

Job Classification: 111

FLSA Status: Exempt

Certification Level: LC5

POSITION SUMMARY:

Under the general direction of the Library Director, the Teen Central Manager maintains a teen-friendly, library-appropriate environment in Teen Central. Provides exceptional service to teens by quickly responding to customers pleasantly and efficiently, helping them to select library materials, use resources, and learn about programming activities and services. Responsible for developing, creating, and executing teen programming. Conducts development and maintenance of teen collection, including the circulating collection and in house materials.

SUPERVISORY RESPONSIBILITIES:

Direct supervisor of Library Assistants in Teen Central. Also supervises volunteers within the department

EDUCATION AND CERTIFICATION REQUIREMENTS:

- Masters of Library Science degree from ALA-accredited school
- Ability to acquire a Librarian Certificate 5 (LC 5) as described by Librarian Certification Administrative Rule 590 and the Indiana Public Library Certification Manual

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Three years of professional experience in a public library setting preferred, including two years of supervisory experience preferred
- Experience working with teens required
- Experience developing and conducting activities for teens required; knowledge of teen culture and interests required
- Significant customer service experience, library preferred
- Programming experience preferred, but not required

ESSENTIAL DUTIES:

- Responsible for developing and conducting creative teen programming activities, such as author visits, incentive reading programs, book-talks, library tours, and Teen Advisory Board, on and off site; Plans and promotes teen programs and reading (or other) groups, incorporating the library's physical and digital collections;
- Collaborates with teachers and librarians at local schools to promote reading and library usage; establishes and maintains contacts with other community organizations serving teens;
- Represents the library through community events and outreach services at local schools and organizations;
- Prepares and maintains creative displays and exhibits in Teen Central;
- Responsible for collection development and maintenance of teen collection materials;
- Actively promotes library resources, programs, and services during customer interactions;
- Follows library policies and procedures for interlibrary loans, material requests for purchase, and Internet access inquiries;

- Collects and maintains relevant library statistics;
- Assists customers with Evergreen accounts, placing holds, renewing items, updating information, recording fines and fees, and issuing cards; assists with general computer and technology equipment (scanning, printing, faxing, copying, wireless connection); assists with general library information and services, including databases and downloadable and streaming services;
- Develops departmental staff through various training opportunities;
- Performs evaluations of supervised staff on an annual basis;
- Submits approved timecards for supervised staff in a timely manner;
- Serves on library program team;
- Meets with Director monthly to discuss challenges, opportunities, and to gather feedback;
- Participates in the selection, supervision, training, development, and evaluation of Youth Services/Teen Central staff as needed.
- Covers at other service desks as needed; serves as Manager-In-Charge on designated nights and weekends.

GENERAL KNOWLEDGE AND EXPECTATIONS:

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Adequate proficiency in the use of computers, tablets, mobile devices, applications, and app stores, as well as standard office technology (software, peripherals, and public equipment);
- Excellent English communication skills (oral and written), as well as presentation and instructional skills; bilingual language skills helpful;
- Possesses excellent interpersonal and customer service skills, with the ability to interact harmoniously and communicate well in a timely manner;
- Exhibits strong organizational and problem-solving skills and is able to work independently and efficiently with minimal supervision;
- Familiarity and interest in current books, authors, movies, music, general interests, technological equipment, and technological trends;
- Awareness of current public library practices, trends, and technologies;
- Participation in library events and outreach efforts;
- Attends and participates in staff and departmental meetings; willingness to serve on committees at a library and consortial level;
- Attends workshops, roundtables, webinars, and conferences that are relevant to job position and makes suggestions for improved services and work processes accordingly;
- Maintains a neat, clean, and professional appearance;
- Complies with library policies and procedures; supports and contributes to overall library mission and goals;
- Maintains reliable attendance by arriving to work as scheduled and on time;
- Other various duties as assigned.

WORKING CONDITIONS:

This position is primarily performed in an office environment. Applicant must possess the physical dexterity and mobility to work throughout a large, fast-paced service area; must be able to safely carry items and maneuver carts weighing at least twenty pounds, with some bending, stretching, and reaching included.

Background investigations are required, however a criminal history will not necessarily exclude an individual from consideration for a position or from continuing employment.

POSITION HOURS:

This is a full time position and requires 37.5 hours per week, including some nights and weekends.

SALARY:

This position is classified as a Level 111 on the Library's salary schedule.

Salary range begins at \$37,050.50 and is commensurate with experience.