

Position Description – Youth Services Clerk



Reports to: Head of Youth Services

Job Details: Grade 3A, part-time hours, no benefits, background check required for employment.

Purpose of Position: Assist with all patron service; provide support for the preparations and activities of the youth service department; cooperate with the reference staff to manage public questions and computers

Qualifications:

- High school diploma or equivalent
- It is preferred that all applicants have either a library background or a background in primary education or childcare
- Demonstrated experience working with children aged 0-18, and their caregivers
- Strong computer skills including internet, standard office applications, and smart devices
- Excellent communication skills

Essential Duties and Responsibilities:

- Respond to inquiries and provide customer service, assistance and instruction to library patrons; interprets library rules, policies, and procedures to the public
- Provide patron-focused reference and reader's advisory for youth and caregivers
- Assist patrons in selecting appropriate children's and young adult materials
- Assist with Youth Services collection maintenance
- Assist with other projects or activities as needed
- Provide technical support with public computers, e-readers, and tablets by troubleshooting user problems
- Assist in other library departments or facilities as needed
- Evening and weekend shifts required

Critical Skills:

- Positive attitude and ability to collaborate effectively with team members
- Excellent customer service and communication skills
- Strong computer skills including office production tools, video games, film equipment and other technologies
- Flexibility of schedule, evening and weekend shift required
- Organizational skills and attention to detail
- Ability to think logically and follow directions

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Preferred Skills:

- Desire to work with children and teens
- Knowledge of library circulation systems, policies, procedures, and collections
- Ability to handle difficult situations with emotional intelligence and compassion

Physical Demands:

The physical demands described here are representative of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may frequently perform these actions:

- Stand, walk , sit
- Use hands and fingers to handle books, paper, technology
- Stoop, kneel, crouch, or crawl
- Lift and/or move up to 25 pounds.