

**Job Title:** Clerk, Teen

**Department:** Teen Services

**Reports to:** Teen Services Manager

**Salary Grade:** 2

## JOB DESCRIPTION

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### **Summary/Objective**

This position works in the teen services area and provides circulation, reference services and assistance to library patrons.

### **Essential Duties and Responsibilities**

1. Assists patrons in locating items and use of teen materials.
2. Assists with maintenance of the teen area, including straightening, shelving materials, shelf reading, and collection related projects.
3. Assists patrons with checking out and setting up gaming systems and board games.
4. Monitors and assists with teen computers.
5. Performs other duties as assigned.
  - a. Covers weekend lunches in the PCC. May work at other public service desks.
  - b. May assist with special projects and preparation of displays.
  - c. Participates in department and library meetings.
  - d. Assists with closing of the Library as needed.
  - e. May assist with teen programming.

### **Required Knowledge, Skills and Abilities**

1. Ability to:
  - a. Utilize good organization, communication and customer service skills.
  - b. Communicate clearly and effectively.
  - c. Work cooperatively with library staff and particularly with teens and parents.
  - d. Adapt to changing and evolving Library procedures, priorities and information technologies.
  - e. Work independently and be self-directed.
  - f. Utilize excellent phone skills to effectively communicate.
2. Must have knowledge of basic computer skills and able to access e-mail, the Internet and Library intranet.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers, phones, photocopiers, fax machine, cash register, credit card machine, etc.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

- Frequent bending, lifting, reaching and stooping to select and shelve library materials.
- Must push filled book carts across library to shelve library materials.
- Work behind a patron service desk throughout the work shift.
- Carry library bags filled with library materials.
- Must be able to lift and/or move up to 25 pounds.

### **Position Type/Expected Hours of Work**

- This is a part-time position. Library staff are assigned to work between the following hours:
- 8:00 a.m. – 9:00 p.m., Monday through Thursday; Friday: 8:00 a.m. – 6:00 p.m.; Saturday:

- 8:00 a.m. – 5:00 p.m.; and Sunday: 12:00 p.m. – 5:00 p.m. Work hours will be determined by the Teens Services Manager and will include some evening and weekend hours.

**Education/Experience**

1. High school diploma or GED.
2. Previous library experience helpful.
3. Previous clerical and/or public service experience.
4. Previous experience working with teens preferred.

**Specialized Knowledge, Licenses, Etc.**

High degree of customer services skills to work with patrons of all ages including special needs patrons.

**Signatures**

This job description has been approved by all levels of management:

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Human Resources Officer

Employee signature below constitutes employee's understanding of the requirements, essential duties and responsibilities of the position.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature