



JOB DESCRIPTION

POSITION INFORMATION

Title:	Teen Services Manager	Supervisor:	Youth Services Librarian
Location:	Martin Memorial Library	Supervises:	Teen Services Staff (4) & Volunteers
Department:	MML Teen Services	Classification:	Full-Time/Non-Exempt
Hours:	40 hours/week		
Schedule:	Varies. Approximately Mon-Thu 11:00am-8:00pm; Fri 9:30am-5:30pm; evenings and weekends as needed		

GENERAL DESCRIPTION

Under the general supervision of the Library Director, the Teen Services Manager is responsible for Martin Library's Teen Services department, including the department's staff and volunteers. This includes creating, implementing, and promoting Teen programming and outreach to teens in our community.

EDUCATION & EXPERIENCE REQUIREMENTS

- Candidate must have a Bachelor's degree in Library Science, Education, or a related field from an accredited university. Master's degree in Library Science or Education preferred.
- Minimum of two years of experience providing customer service or programming in a library setting
- Experience working with children/teens is preferred.
- Candidate must have current Child Abuse clearance; PA Criminal History; FBI fingerprint based record check; and Mandated Reporter Training certificate.

GENERAL REQUIREMENTS

This position requires someone who has excellent communication skills and who is truly enthusiastic about providing services for teens in the community. Candidate must enjoy being a team player and an effective leader. The Teen Services Manager must be confident in providing excellent customer service and outreach to a diverse population. Strong computer skills and the ability to multi-task are necessary.

PHYSICAL REQUIREMENTS

- Must be able to lift up to 30 pounds from ground level to waist level and be able to bend, squat, and kneel occasionally throughout work shift.
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to stand and/or walk up to four (4) hours at a time.

DUTIES AND RESPONSIBILITIES

- Manage the day-to-day operation of the Teen Forum and perform customer service duties as needed
- Work with the Library Director to develop and communicate performance standards, Teen Services goals, and customer service procedures
- Supervise, evaluate, and train Teen Services staff and volunteers
- Lead the development, coordination, and implementation of content-generating teen programming and events.
- Set program goals, determine measures for success, track outcomes to enable analysis and reporting of data
- Responsible for the selection and maintenance of the Teen collection
- Engage teens through outreach, meet them in their spaces
- Connect with local schools, agencies and community organizations who provide services with teens
- Expand our teen volunteer opportunities in conjunction with Library Director and Volunteer Coordinator
- Plan in advance the weekly workflow of the Teen Services department with Teen Services Coordinator
- Serve as the Lead Staff Member in Teen Services and occasionally Martin Library.

- Responsible for the appearance of the Teen Forum, maintaining an attractive and organized work area, including staff and public areas
- Communicate and enforce library policies to staff, patrons, and volunteers
- Participates in Teen Advisory Committee for York County Libraries
- Performs additional duties and special projects, as directed by management

ACKNOWLEDGEMENT

I understand the description of this job and the essential function, as given here. I also understand all of the duties of this position are not described here and that I will perform those duties described here and other related duties as directed by my supervisor or management.

Employee Name

Employee Signature

Date