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## JOB DESCRIPTION

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**TITLE:** Youth and Teen Services Manager  
**REPORTS TO:** Deputy Director

**DEPT:** Youth and Teen Services  
**CLASSIFICATION:** Exempt

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**Objective:**

Oversees all aspects of the Youth and Teen Services Department, including operations, personnel, materials, and budget. Serves on the Library's Management Team and participates in strategic planning and policy development. Implements the Library's strategic plan, ensuring that the department is living up to the Library's mission, vision, and culture statement.

**Duties:**

1. Plans, directs, coordinates, and reviews work of the Youth and Teen Services department. Maintains written procedures and suggest process improvements.
2. Interviews, hires, trains, schedules, supervises, coaches, and evaluates departmental staff while providing guidance, support, and leadership within the culture of the organization.
3. Provides reliable and accurate reference and readers' advisory assistance to members in person, on the telephone, or electronically. Instructs and assists members in the use of the library resources and technologies.
4. Selects and maintain diverse materials for collections, including weeding, repairs, and discards.
5. Oversees the development, facilitation and evaluation of staff-led programs, paid programs, special events, outreach and system-wide programming.
6. Serves as person in-charge of the Library, responding to emergencies and member complaints.
7. Administers departmental budget lines and prepare annual budget requests. Monitors and approves department expenditures and contracts.
8. Participates collaboratively in overall planning processes as a member of the Library's Management Team.
9. Participates in professional development through professional reading, workshops, conferences, and networking groups. Shares information learned with appropriate colleagues.
10. Serves on library and community committees as assigned.
11. Creates reports, surveys, manuals, and other informational and statistical data to utilize in system wide decision making.
12. Creates and maintains welcoming environment for members and staff by fostering a culture of diversity and inclusion.
13. Performs other duties as assigned.

**Minimum Qualifications:**

Education:

Master's degree in library science or equivalent required.

Experience:

- Minimum 3 years related experience in a public library including a minimum of 1 year of supervisory experience required.
- Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

**Knowledge, Skills, & Abilities:**

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email, the internet, and computer technology
- Attention to detail
- Ability to use good judgment creating and following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to troubleshoot minor problems with computers and peripherals
- Knowledge of Windows and MS Office Demonstrates ease and comfort with emerging technologies
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases
- Ability to handle emergency situations in a calm, capable manner
- Knowledge of federal, state, and local laws as reflected in library policy
- Knowledge about or experience communicating via social media channels
- Ability to learn website content management software

**Supervisory Responsibility:**

Position has direct supervisory responsibility over departmental staff and overall supervisory responsibility when acting as person in-charge. Review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies. Interview, hire, develop, coach, assist review work, evaluate, discipline, and enforce library rules and policies.

**Physical Requirements:**

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally
- prolonged sitting and repetitive keyboard use

**Working Conditions:**

Work is performed in a typical library environment.

Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.

Must be able to work a flexible schedule, including evenings and weekends.