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## TEEN SERVICES ASSOCIATE

**DEPARTMENT:** Teen Services

**CLASSIFICATION:** Non-Exempt

**REPORTS TO:** Head of Teen Services

**PAY GRADE:** 9

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### Job Summary

Teen Services Associates serve Addison's diverse population by providing frontline customer service, assisting patrons in finding Library materials, utilizing Library databases, registering for Library programs, and accessing Library services. The associate also has the opportunity to provide programming support and assist with promotions and outreach.

### Essential Duties:

1. Provide inclusive, engaging, and dynamic customer service, including ready reference, reader's advisory, and basic technology assistance.
2. Create connections for patrons by consulting with and referring to the appropriate staff or department(s) to meet patron needs.
3. Provide program support for Specialist, staff including participation in planning, scheduling, and presentation of programs.
4. Assist with promotions and outreach to teen patrons, both within the library and out in the community.
5. Help ensure that all library users are safe, respectful, and responsible by enforcing our Patron Behavior Guide.
6. Maintain awareness of publishing trends, popular culture, and current events.
7. Create and prepare displays as assigned.

### Other Duties:

1. Create and prepare displays as assigned.
2. Pursue professional growth and career development through active participation in continuing education.
3. Perform additional duties as assigned

### Knowledge, Skills, and Abilities:

1. Knowledge of young adult literature and adolescent development.
2. Friendly demeanor and compassionate personality.
3. Ability to work and communicate effectively with the public and staff.
4. Ability and desire to work with diverse groups of people.

5. Ability to solve problems creatively.
6. Ability to use a computer keyboard, telephone, and other office equipment.
7. Ability to maintain composure in difficult situations.
8. Ability to work independently in the absence of supervision and follow through tasks to completion.
9. Ability to reach, bend, and lift to shelve and retrieve library material.
10. Ability to move freely throughout the building.
11. Bilingualism (English/Spanish or English/Polish) preferred.

## Minimum Qualifications

### Education:

- LTA or bachelor's degree preferred.
  - Directly related experience and/or enrollment in higher education may be considered in place of the degree requirement.

### Experience/Training:

- Two years' customer service experience required.

### Other:

- Evening work required.
- Access to transportation required.

## Physical Requirements:

	Constantly (2/3 or more of the time)	Frequently (1/3 - 2/3 of the time)	Occasionally (1/3 of the time or less)
Sitting or standing in a stationary position	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Moving/traversing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching overhead (up to 84" high)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Analyzing/interpreting data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (50lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Our Promise to Patrons

The Addison Public Library is committed to providing excellent service to its community. Staff members are expected to interact with patrons and staff with courtesy and respect.

## Equal Employment Opportunity

The Addison Public Library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job-related criteria in any condition, or privilege of employment.

## Acknowledgement

I have read and understand the functions and requirements of this position. I understand that the job description is subject to change without prior notification. Employees may be asked to perform other related functions in support of the library's mission or needs.

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Employee Signature

Date