



## **Youth Services Manager – South High Branch (full-time)**

**Salary Range:** \$58,739.20 – \$91,499.20 Annually

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### **PURPOSE OF JOB**

Under general guidance of a Manager, this position is responsible for leading and supervising a team of information and Youth Services staff at multiple levels with primary focus on driving the Young Minds Strategy forward.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Leads multiple levels of staff in completing essential duties of library operations with primary focus on driving the Young Minds strategy forward through programming, services and collection management. Sets individual performance measurements for staff and holds them accountable. Responsibilities include managing, hiring, orienting and evaluating assigned team.
2. Assists with problem solving at local and system level.
3. Assumes responsibility for the operation of the location in the absence of another manager.
4. Trains staff to perform job duties and tasks including applying and interpreting policies, procedures, and service expectations.
5. Trains staff on use and troubleshooting of library technologies and equipment.
6. Prepares and manages budgets as assigned.
7. Organizes and schedules team and its activities. Identifies opportunities for synergy and integration.
8. Communicates system initiatives to staff and customers.
9. Establishes and maintains collaborations with community agencies including schools & daycares and promotes library services through community outreach.
10. Supervises volunteers as assigned.
11. Manages customer complaints until issue resolution is reached. Assists in the delivery of services to the customer at all service points. Maintains personal skills to assure quality of service in areas of library collections, technology, reference, readers' advisory and circulation.
12. Participates and presents at local, state and national conferences.
13. Performs additional duties as assigned including leading and serving on task forces, committees, etc.

### **QUALIFICATIONS AND REQUIREMENTS**

1. Bachelor's degree required; Master's of Library Science or Master's of Library and Information Science Degree preferred.
2. 3-5 years' experience working with youth in libraries or a similar field required.
3. Supervisory experience preferred.
4. Ability to express self effectively and concisely, both orally and in writing.

5. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.
6. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
7. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS**

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 20 lbs. and the frequent lifting or pushing of up to 10 lbs.

### **SCHEDULE**

Combination of mornings, afternoons, evenings & weekends, alternating Friday/Saturday. Sundays as assigned.