



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Teen Services Manager	Position Code:	1100-120
Reports To:	Director of Outreach & Engagement Svcs.	Classification:	Exempt (P)
Division:	Guest Services	Date:	03-2024

JOB SUMMARY:

Under the direction of the Director of Outreach and Engagement Services, the Teen Services Manager plans, coordinates and directs the library system's services for teens and their parents/caregivers, including system-wide programs, initiatives, and special events.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- Executes short and long term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- Plans, implements, evaluates and provides leadership for system-wide library programs, services and large scale initiatives for teens ages 12-18 and their parents/caregivers.
- Provides support for staff who plan and implement teen programs at all Library locations, including identifying and vetting potential presenters and coordinating program evaluation.
- Cultivates community relationships and official partnerships, and participates in planning and coordinating library system projects in collaboration with other community institutions and agencies; promotes the use of system resources and services through communication with community agencies, organizations and groups.
- Engages with the community and target audience by planning and evaluating outreach events.
- Co-manages the system-wide Youth Engagement "cabinet" (group of Youth Supervisors who serve as a sounding board, strategic planning team, research & development work group, etc.) for the Learning Experiences Division) with the Children's Services Manager.
- Forms and coordinates cross functional staff teams responsible for teen programming and services, as necessary; clearly and effectively communicates system initiatives.
- Monitors the quality and consistency of teen programs and services throughout the Library; measures and evaluates work processes, services and products to achieve organizational goals.
- Collaborates with the Marketing and Communications Department to publicize and promote teen programs and services; ensures that system guidelines and timelines for marketing requests are followed by all teen-serving staff.
- Utilizes outcome-based planning and evaluation for program planning.
- Assists with the preparation of the division's annual budget, oversees/monitors adherence to the unit budget.
- Represents the Library in the community and library profession as a knowledgeable resource and advocate for teens.
- Participates in hiring Engagement staff for the system, in conjunction with the Regional Director, the Library Manager and the Human Resources Department.
- Prepares summaries of data for annual report and special information projects, including reports on programming for teens on a system wide level.
- Identifies potential grant funding or monetary sources; in cooperation with the Development Office, writes and administers grants to carry out programs and presentation ideas including: negotiation of fees, creating a narrative, budget, and final written or oral evaluations.
- Works with the Learning Experiences Division to develop and provide ongoing professional development opportunities for teen-serving staff throughout the system who provide programs and services for young people ages 12-18.
- Continually benchmarks Library's approach to teen programming and services against leading libraries around the country; monitors new developments in the profession as related to teen services, incorporating new developments into existing programs and services.
- Maintains awareness of related developments and trends through reading professional literature and participating in professional associations and continuing education.

- Participates in special projects as assigned, such as surveys, public relations opportunities with the community and the problem-solving processes.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance and design of information.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library members' records and the code of professional ethics.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

- Manages Engagement and Program Services staff

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to all library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, members, agencies, Library Commission members and the general public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Vehicle (personal or department)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university in a related field.
- Master's degree in Library and Information Science from an ALA-accredited college or university
- At least 3 years of management experience with evidence of progressive responsibility and interdisciplinary approaches to problem-solving and decision-making

Licenses and Certifications:

- Valid State Driver's License
- Current motor vehicle insurance

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- High level of comfort with program evaluation and outcome-based planning and evaluation.
- Experience building sustainable community relationships.
- Experience leading by influence.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Current trends in library services to teens ages 12-18 and their parents and caregivers.
- Adolescent development, young adult literature and culture, and best practices for serving teens.
- Social media and emerging technologies.
- Methods and techniques of research, data collection and evaluation, statistical analysis and report presentation.
- Administrative principles and practices, including goal setting and budget development and implementation.
- Grants management.
- Computing, online databases and office productivity software.

Skill in:

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

- Communicating ideas and thoughts clearly, succinctly and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Analyzing statistics and other data; interpreting and evaluating results.
- Hiring, developing, directing, motivating and inspiring staff in a collaborative team environment.
- Planning, organizing, assigning, directing, reviewing and evaluating staff work.
- Using tact, discretion, initiative and independent judgment.
- Utilizing effective and creative problem solving skills.
- Using critical thinking - logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Preparing clear and concise reports, correspondence and other written materials.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.
- Serving as a positive agent for change within the organization.

Mental and Physical Abilities:

- Ability to effectively listen to employees as part of understanding their needs.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- While performing the essential functions of this job the employee is frequently required to stand, use hands to finger, reach with hands and arms, handle or feel, speak and hear and lift and/or move up to ten (10) pounds.
- While performing the essential functions of this job the employee is occasionally required to sit, walk, stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Schedule may include evenings and weekends.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.