



An Equal Opportunity Employer

POSITION AVAILABLE: Program Specialist-Youth Services

Job Title: Program Specialist

Pay Type: Hourly

Status: Part-Time

Pay Rate: \$14.05

Hours per week: 19 or as needed based on business needs

Benefit Eligibility: Not Eligible for Benefits

Position Close Date: Open Until Further Notice

[Click Here to Apply](#)

The Program Specialist - Youth Services provides patron-focused library service in response to the information needs of library users between the ages of 0-18. This position focuses on program development and provides information and reference assistance to library patrons. Work is performed independently under general supervision.

Duties and Responsibilities

Essential

Actively seeks out and discovers program and event topics that are appealing and relevant to community interests. Plans, develops, organizes, schedules, implements, and evaluates informational, educational, and events and programs for the library that are cohesive system-wide and sustainable; works with manager on program budget. Coordinates program and event logistics with facility maintenance and other staff, oversees the set-up and takedown of programs and events.

Coordinates marketing efforts with library staff and the Public Information Specialist and works closely with patrons, presenters and community groups.

Maintains accurate records, collects statistics, tracks performance measures and prepares reports related to programs and events to include attendance, evaluation, costs, etc. as required by administration.

Staffs the children's information desk on a regular rotation and when needed.

Helps establish and maintain a high customer service performance standard. Provides support to patrons on the children's computers, iPads, and those who bring in technological devices. Performs reference interviews and advises patrons about library materials. Responds to requests for information from patrons in the library, through email and by phone or refers inquiries to manager. Performs duties required of daily library operations.

May perform some circulation duties including issuing cards, checking materials in and out, reserving books, collecting fines, and answering the phone. Promotes library collections, services, and programs.

Marginal

Attends webinars, workshops, and conferences. Recommends purchases based on reader's interests and requests. Responsible for appropriate and appealing display of new books. Supervises patrons who need to be proctored for exams.

Performs other duties as assigned.

Working Conditions

Physical Requirements: The job requires the employee to frequently sit, stand, walk, twist/turn, and maintain flexibility; constantly hear, listen, and see; perform manual dexterity movements; occasionally stoop/bend; and seldom kneel, squat, crouch, crawl, and balance. Must be able to lift and carry 10-25 lbs; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs; pull and push objects weighing 50 lbs.

Mental Requirements: The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical filing/sorting, and perform basic math.

Technology, Equipment, and Devices: The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, gaming systems, and social media. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as smartphones, tablets, e-readers, new consumer technology, and book carts. This position may drive a library vehicle.

Work Environment: The job requires the employee be subjected to repetition, working alone, working around others, verbal contact with others, face-to-face contact, noise, inside and outside environments, and moving objects.

Expected Hours of Work: The job requires employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management.

Expected travel: The job requires limited travel for training and conference activities.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Proficient with standard Microsoft applications (including Office applications), online library automation system and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and coworkers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

Experience: 2 years' experience in library, event-planning, education, retail or customer-service related position or similar experience.

Education: High School Diploma or GED and 2 years of postsecondary education, or equivalent education, training, or experience.

Training: May train volunteers and other staff.

Supervisory Responsibility: May indirectly supervise volunteers and other staff.

Preferred Qualifications: A bachelor's degree and public-speaking experience. Bilingual, preferably Spanish-English, Russian-English, or other languages. Desired personal attributes include: a positive approach to interacting with the public, a continuous desire to update technology skills, and a sense of humor.

**Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.