

TEEN AMBASSADOR II & III
(Albany Public Library)

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision an incumbent in this class learns by participating in a Librarians' daily tasks including shelving materials, organizing displays along with the marketing and distribution of public relations materials. The incumbent primarily learns employment skills by interaction and promotes library services with their teenage peer groups in an effort to build awareness of the services a library may offer youths. Work assignments are progressive in nature and are based on the incumbents' employment skills. The difference between the position(s) of Teen Ambassadors II and Teen Ambassador III is the degree of difficulty of the work assignments. Although employees are receiving hands on training, the work requires some knowledge of libraries or library procedures.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Learns by participating in library work activities;
- Assists patrons with email, sign-up station and retrieving printed materials;
- Notifies Librarian if patron requires additional computer assistance;
- Assists Librarian in programming which includes marketing and distribution of public relation materials;
- Works with all patrons to promote use of library collection and services;
- Reports problem behavior of patrons to staff as soon as possible;
- Assists with routine daily tasks which include shelving of materials, organizing and filling displays as needed;
- Assists with procedures established to withdraw materials from the collection;
- Accompanies Librarians to outreach visits which include schools, community centers and street fairs;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of a library or an office setting;
- Ability to understand and carry out simple oral and written directives;
- Ability to sort materials in numeric or alphabetical order;
- Ability to lift objects, such as books, supplies and files;
- Consistent attendance;
- Ability to read and write;
- Ability to communicate effectively with young people;
- Ability to get along well with others;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Successful completion of the Certificate of Employability training program.
One (1) year (Part-time) successful employment as a Teen Ambassador I