



JOB DESCRIPTION



Youth Services Branch Supervisor (Librarian Grade 4)

Division: Youth Services	Primary Location: OCOL	Union/Nonunion Status: Nonunion
Classification: Paraprofessional	Paygrade: 31	\$25.61 - \$31.04
FLSA Status: Non-Exempt	Full Time (40 hours/week)	Last Revised: October 2025

General Statement

This is a paraprofessional position, reporting to the Youth Services Branch Manager. This position is responsible for supervising the daily operations of assigned branch libraries and providing exemplary customer service for the One City One Library locations, located in Worcester elementary schools. The ideal person in this position will possess excellent interpersonal, communication, and customer service skills and have experience working with diverse populations in an urban community. Work will include evenings, weekends and assignments in other departments, locations and Mobile services vehicle.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Supervise the daily operations of assigned branch libraries.
- Establish and develop positive and effective school and community relationships.
- Assist with planning and conducting innovative library and outreach programs.
- Provide exemplary customer service.
- Assist library users in the selection, organization, location and circulation of library materials.
- Perform other tasks necessary for the circulation of materials and including the use of electronic resources.
- Assist with training personnel, assist with evaluating performance, and assign duties.
- In conjunction with supervisor and staff, evaluate existing operations and programs.
- Develop and maintain awareness of neighborhood youth needs.
- Prepare displays, signs and other public information related to services at the branch libraries.
- Provide reference and reader's advisory service, programming and other support, as assigned.
- Interpret library services and policies to patrons in a clear and courteous manner.
- Contribute to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
- Actively participate in staff development and training opportunities.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

- Ability to organize and self-direct work responsibly and effectively to ensure completion of work
- Ability to provide information and guidance clearly, courteously and pleasantly to staff and patrons
- Excellent interpersonal, written, and verbal communication skills.
- Ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements.
- High level of professionalism and commitment to the organization.
- Ability to learn new skills in a fast-paced changing environment.
- Ability to work independently and as part of a team.

- Ability to learn and use library technologies.
- Ability to proficiently use Microsoft Office Suite.
- Ability to maintain confidentiality.
- Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling.

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- Bachelor Degree in Early Childhood Education, Elementary Education, Human Services and Youth Development or a related field.
 - An equivalent combination of education, training and five (5) years of relevant experience in a Youth Development field which provides the required knowledge, skills, and abilities to perform the essential functions of the job will be considered in lieu of the above requirements
- (1) year of supervisory experience in a youth setting.
- Ability to successfully pass a CORI/SORI.
- Ability to travel between required locations.

PREFERRED

- Three (3) years of library experience, including one (1) year of direct service to the public.
- Experience with an integrated library system such as Evergreen software.
- Two (2) years of supervisory experience in a youth setting.
- Background in childhood education.

PHYSICAL REQUIREMENTS

- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to stand and or sit for prolonged periods of time
- Ability to perform bending, stooping, lifting, pushing, and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA's "Core Competences of Librarianship" <http://www.ala.org/educationcareers/careers/corecomp> as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, NOVEMBER 14, 2025, will receive preference.** Preference is given to Worcester residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall, Human Resources, Room 109, 508-799-1030, Hiring@worcesterma.gov.