

FEDERAL WORK STUDY PROGRAM

College Library Worker-Griffin

Location: Griffin 8:00 a.m. – 5:30 p.m.

Supervisor: Denise Barbour Hourly Rate: $10.00

Under general supervision, provides assistance to students, staff members, instructors, staff members and the general public while working in the College Library. Greets visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Assists with shelving and checking-in of periodical issues and newspapers, examines library book shelves to ensure materials have correct placement; assists in conducting inventory; assists customers with the checking-out of books and other materials or media; assists customers with general computer related issues; assists with maintaining an orderly and clean environment in and around the office; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, sorting mail, etc.; performs other duties as necessary.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
Knowledge of library terminology and systems; Knowledge of BANNER; Knowledge of computer systems and Microsoft software applications; Self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; ability to maintain professional dress; and knowledge of college activities and operations; ability to utilize a copy and fax machine; must be detailed oriented; ability to lift up to 25 pounds, ability to bend, stoop and stand for extended periods of time.

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