### POSITION SUMMARY

This position will perform duties to support the library. Typical duties include record maintenance, preparation of forms, verification of information, data entry, low level problem resolution, and circulation desk activities. Required to provide high level information. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

### PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Send standardized department emails
9. Maintain inventory
10. Check out equipment
11. Event preparation and support
12. Prepare reports
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. Interpret regulations and policies
17. Maintain and/or process records

### REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

### KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing