POSITION SUMMARY

This position will support the Library by assisting with the daily routine functions. Duties to include: providing general information and directions; record maintenance; preparation of forms and verification of information; data entry; and minor problem solving. 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. Provide handouts and/or forms to customers
9. Check out equipment
10. Prepare reports
11. Collect and record data
12. Provide limited technology support to end users

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year 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

USE OF EQUIPMENT AND MACHINERY

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