Student Job Details

Team and/or Unit: Library Service Desk

Position Title: Graduate Service Desk Supervisor

Classification Level: 5

Hourly Rate: $11.50

Available openings: 2

Hours per week: 8-10

Specific time periods required: Available hours: Monday-Sunday

Work Schedule: MUST be willing to work evenings and weekends in the future. (on campus job)

Responsibilities/Duties:
This is a graduate student position that supervises the activities at the Library Service Desk, providing Circulation, Reference, and Learning Commons assistance.

Tasks include but are not limited to:
• Supervising undergraduate assistants and assigning tasks
• Assisting patrons with Circulation, Reference, and Learning Commons questions in person, by phone, and email
• Troubleshooting front line issues with printing, computing, and copying in the Learning Commons
• Acting as the main problem solver for library account issues and advanced circulation transactions
• Providing front line reference assistance to patrons
• Tracking daily fine payments and copy card sales
• Tracking patron interactions
• Ensuring the Library Service Desk space remains tidy and orderly
• Other projects assigned to accomplish the goals of the Library Service Desk Team

Requirements:
• Verbal and written communication skills
• Self-motivation
• Ability to work independently
• Problem-solving skills
• Customer service skills
• Confidentiality
• Dependability—MUST adhere to an assigned work schedule

Interviewer Name: Lyndon Batiste, Library Service Desk Coordinator

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Form Submitted by: Lyndon Batiste

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