JOB TITLE: Library Service Desk Lead Assistant – student

JOB SUMMARY: Under the supervision of the permanent staff, the library Lead-student is responsible for helping to train newly hired student desk workers and assist in additional training for all desk workers. Lead-students will train student desk workers to be knowledgeable about library policies, well-versed in library collections and services, and how to provide consistent, high-quality customer service when assisting patrons with issues, disputes, and complaints. This is considered a student supervisory position at the Level 2 rate of pay. Lead-students will be a resource for staff members when developing training materials and help to maintain student worker manuals, both in print and online.

REPORTS TO: Circulation Supervisor/User Services Librarian/Evening Librarian

DUTIES:
- Train newly hired student workers for Library Service Desk Assistant positions.
- Provide follow-up training as necessary.
- Assist Library User Services staff with orientations and presentations.
- Provide informal progress reports of student training to Library User Services staff.
- Meet with the Circulation Manager once a week (preferably on Tuesdays) to set the next week’s schedule.
- Observe students who work evening and overnight hours.
- Occasionally work part of a shift with a new student employee.
- Act as a liaison between the student workers and the User Services staff. Report student concerns to the staff.
- Liaison to library staff and Public Safety when weather prohibits library staff from reporting to work.
- Review and update desk manual(s).
- Help enforce student worker rules.
- Assist library staff with additional projects as needed.

SCHEDULE: Other than the weekly meeting with the Circulation Manager, there is no set schedule for this position. Hours will change week to week as needs change.

REQUIRED EXPERIENCE: Either three semesters or two semesters and one summer working as a student service desk worker.

GENERAL SKILLS DESIRED:
- Strong interpersonal, observational, and communication skills.
- Prompt.
- Good listener.
- Customer service experience/outlook.
- User-oriented approach to service.
- Accuracy and attention to detail.
- Ability to work both as a member of a team and independently.
- Self-motivated, dependable, enthusiastic, and interested in the work being done.

TRAINING PROVIDED:
- “Train the trainer” sessions with the Circulation Manager.
- Ongoing training throughout the year as required by newly assigned tasks or as problems or changes arise.
- Communication is by e-mail, phone call, or in person.
- Occasional mandatory exercises that review key points of the position and related policies.
- Student assistants are encouraged to approach the staff with their own queries, as well as directing to staff other students/patrons with questions. Staff uses this opportunity to model appropriate responses for the student assistants.