



Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

DATE:	5/9/2018	POSITION #:	PS9985
NAME OF INCUMBENT(S):	Josef Welbes		
JOB TITLE:	PT Support – Library User Services Customer Support (regular)		
DIVISION:	Academic Affairs		
DEPARTMENT :	Learning Assistance Department		
PAY TABLE/LEVEL/GRADE: PTCTU	Enter pay level.	REPORTS TO:	John Szilagyi

STATUS: Please click the appropriate boxes that apply.

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Regular/Continuing | <input type="checkbox"/> Temporary/Limited Duration | <input type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>CTU</u> | <input type="checkbox"/> Individual Position | <input checked="" type="checkbox"/> Part-Time: <u>28</u> Hours/Week |
| <input type="checkbox"/> Non-Bargaining | <input checked="" type="checkbox"/> Pooled Position: | |
| <input type="checkbox"/> Provisional/Grant Funded | _____ No. of Employee if this position is pooled. | |

JOB SUMMARY: (This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)

Provide customer service and front-line assistance for students, faculty and staff at the LCC Library. Assist customers with Library User Services. Model excellent customer service, satisfactorily resolving problems and responding to requests.

Assist with the hiring, training, work delegation and oversight of library student employees. Assist with the intake and processing of course reserves, library shelf organization, maintenance and inventory. Follow library operational procedures to ensure the security and upkeep of the library facility and collection. Assist with library outreach events and special projects.

Must be available to work some evening and Saturday shifts.

DIRECT REPORTS: (If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

Direct Report(s):	<i>Click here to enter position numbers. Use comma to separate</i>
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ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority

order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). "Other duties, as assigned," are implicit in all position descriptions.

%	No	Essential Duties and Responsibilities
<u>25%</u>	1	Customer Service: <ul style="list-style-type: none"> • Provide customer service for students, faculty and staff at the LCC library. Contribute to a professional and welcoming library environment. Help promote the Library as a safe place for open inquiry and discovery. Model excellent customer service, satisfactorily resolving problems and responding to requests.
<u>25%</u>	2	Front-line library assistance: <ul style="list-style-type: none"> • Assist customers with Library User Services (material lending & borrowing, item delivery, study room reservations, course reserves, library holds, library computers & software and assistive technology.)
<u>20%</u>	3	Indirect Oversight: <ul style="list-style-type: none"> • Assist with the hiring, training, work delegation and oversight of library student employees.
<u>15%</u>	4	User Services Projects: <ul style="list-style-type: none"> • Assists with the intake and processing of course reserves. • Assist with library shelf organization, maintenance and collection inventory. • Assist with data collection and reporting (service desk transaction, fines, facility use.)
<u>5%</u>	5	Facility Support: <ul style="list-style-type: none"> • Follow library operational procedures to ensure the security of the library facility and collection.
<u>10%</u>	6	Other: <ul style="list-style-type: none"> • Assist with library outreach events and special projects as assigned. • Attend library staff meetings and trainings.
	7	<i>Click here to enter text.</i>
	8	<i>Click here to enter text.</i>
	9	<i>Click here to enter text.</i>
	10	<i>Click here to enter text.</i>
	11	<i>Click here to enter text.</i>
	12	<i>Click here to enter text.</i>
	13	<i>Click here to enter text.</i>
	14	<i>Click here to enter text.</i>
	15	<i>Click here to enter text.</i>

CORE COMPETENCIES. Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

- Ability to deliver and model excellent customer service
- Ability to communicate clearly and concisely
- Ability to engage in positive conflict resolution
- Ability to use a variety of computer systems, software and office equipment
- Ability to work independently and well as part of a team
- Ability to manage multiple tasks
- Ability to learn and execute new systems, ideas and processes

EDUCATIONAL/EXPERIENCE REQUIREMENTS: *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

Minimum Qualifications:

- Associates Degree or equivalent combined post-secondary training and work experience.
- Customer service experience.
- Familiarity with a variety of computer technologies.
- Excellent interpersonal skills.
- Ability to work both independently and collaboratively within a team environment.

Preferred Qualifications:

- Experience with oversight of student employees and/or projects.
- Familiarity with library services and operations.
- Experience in an academic setting.

PHYSICAL AND MENTAL REQUIREMENTS: *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

WORK ENVIRONMENT: *Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

Incumbent’s Name (if any).		Incumbent’s Signature*	Date
Supervisor’s Name		Supervisor’s Signature*	Date
Dean/ELT’s Name		Dean/ELT’s Signature	Date
<i>Note: Signature means approval, otherwise return for signatures.</i>			
Human Resources Rep.		HR Rep Signature	Date
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>			

Lansing Community College

ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: PS9985

Date: 1/17/2017

Supervisor's Position #: FA9905

Materials Used:

Standard Office Equipment:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop) | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

Standard Trades Equipment:

- | | | |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

Mental Functions:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things) | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data) |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations) | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations) | |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) | |

Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- | | | | | |
|--|--|--|--|---|
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding | |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
 - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
 - Medium (exert 21-50 lbs of force, walk/stand frequently)
 - Heavy (exert 51-100 lbs of force, walk/stand routinely)
 - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions:

- | | |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind) | <input type="checkbox"/> Vibrations |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises |
| <input type="checkbox"/> Confined/restricted spaces | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |