| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 7/2/2024 | PS9763 | PT Customer Relations Specialist – Library  | FA9602 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Academic Affairs | Library Technology Resources | Support 3 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** ASP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [ ]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [x] \_28\_ Hrs/Week | **Pooled Position:** [x]  | 8 **# of Employees 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. |
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| Provides exceptional customer service to internal or external customers in the downtown and west campus Library Help Zones, study spaces, and open computer lab areas. Utilizes independent and analytical decision-making skills to assess, interpret, and apply institutional requirements to inform, guide, and assist students in utilizing academic and technology resources including but not limited to: library space scheduling & reservations, materials & technology resource lending, and tier 1 technical support for onsite and mobile technology resources. Effectively communicates complex and confidential information. Works both independently and collaboratively to resolve complicated and unique issues/situations in a timely manner. Must demonstrate a commitment to the diversity, equity, and inclusion of a multi-cultural population, as well as work effectively in a team-based environment, seeking continuous improvement and adherence to LCC’s Guiding Principles. Must be able to work a variable schedule including morning, evening, and weekend shifts at both downtown and west campus locations as needed. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| None |

| **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 grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
| --- |
| **%** | **NO.** | **Essential Duties and Responsibilities** |
| 40 | 1 | Work autonomously in a team setting to provide consistent delivery of quality service to support and promote student academic success. Responsibilities include opening or closing Library service areas as well as intake, assessment, and response to student academic or technology needs. Assist students & staff utilizing self-service centers. Inform and instruct students to access and utilize academic or technology resources. Effectively communicate complex and confidential information with a customer service focus. Create, manage, and maintain student Library accounts and records on integrated library systems, room reservation systems, SOAHOLD banner system, dynamic forms, and various lending databases. Utilize WhenToWork employee scheduling system and other college applications.   |
| 20 | 2 | Provide tier 1 technical support by troubleshooting and resolving first order issues with Technology Resources equipment and software including but not limited to: software programs, laptops, PC & iMac computers, printers, copy machines, scanners, collaborative monitors, and LCC websites. Maintain and repair first order issues with technology equipment without presence of supervisor. Escalate higher level technical issues to Library Technologist or ITS.  |
| 10 | 3 | Work collaboratively to resolve complex and unique issues/situations in a timely manner in person or over the phone. Interact with internal and external constituents regarding academic support, library materials, fines and technology payment plans, holds, lending procedures, general technology questions, and other college functions. Access, interpret, and apply institutional requirements while maintaining student confidentiality and professionalism.  |
| 10 | 4 | Support student success by using institutional knowledge to educate students, faculty, and staff on how and where to access information and services using college, educational, or other resources. Must demonstrate a commitment to the diversity, equity, and inclusion of a multi- cultural population, as well as work effectively in a team-based environment, seeking continuous improvement and adherence to the community college philosophy. |
| 10 | 5 | Evaluate and document technical or procedural barriers related to academic technology resources and learning assistance. Recommend changes to Technology Resources operational processes, and implement as approved by administration in order to promote a seamless student experience. |
| 10 | 6 | Participate in activities and collaborate with various teams within the department. Assist with outreach, special projects, and PC tech laptop imaging as assigned. Attend required staff meetings and trainings. |

| **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.  |
| --- |
| KNOWLEDGE* Experience with integrated computer software systems (preferred: Banner applications, Desire2Learn, room scheduling processes and software), Microsoft Office Suite software (preferred: Outlook, Word, Excel, Access, PowerPoint), and Integrated Library System (preferred: Innovation Interface Inc. Sierra)
* Knowledge of customer relations best practices
* Knowledge of College strategic initiatives, policies, procedures, resources, and support systems
* Knowledge of federal and state regulations as applicable

COMMUNICATION* Tailors’ communication to the level and experience of the audience
* Listens actively
* Ability to communicate clearly and concisely
* Ability to interact effectively with diverse populations
* Perceptive, active listener - analyze internal and external customers’ experience to proactively address their needs
* Excellent verbal and written communication skills
* Courteous, knowledgeable, friendly and enthusiastic customer service
* Flexible, sensitive, and compassionate interpersonal skills
* Ability to work effectively in a multi-cultural, team-based environment, seeking continuous improvement and adherence to the community college philosophy

PROBLEM SOLVING:* Ability to recognize and identify process improvement opportunities and solutions
* Ability to be decisive, thoughtful, and use persuasive conflict resolution skills
* Ability to find and communicate information to resolve student requests
* Ability to assess, prioritize, and respond to a variety of needs
* Ability to independently perform a variety of duties and balance multiple priorities in a dynamic work and learning environment.

TEAMWORK* Encourages others to work as a team by example
* Ability to work independently and as part of a team.

CUSTOMER SERVICE* Elicits feedback from customers to monitor their satisfaction
* Strives to meet or exceed customer expectations
* Ability to manage multiple tasks.

TECHNICAL EXPERTISE* Demonstrates broad knowledge of technical troubleshooting.
* Demonstrates broad knowledge of computing, Internet, distance learning and instructional technologies.
* Ability to learn and execute new technical systems, ideas and processes.
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| **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.  |
| --- |
| **Required*** High School Diploma or GED equivalent.
* Demonstrated experience in a customer service
* Experience using a variety of computer technologies.
* Demonstrates effective written and verbal communication skills.
* Availability to work a variable schedule including morning, evening, and weekend shifts at both downtown and west campus locations.

**Preferred*** Associate Degree from a regionally accredited institution of higher education.
* Demonstrated experience working in a higher education setting.
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| **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 characteristic 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 |

# SIGNATURES

**Supervisor’s Name:** Katheryn Chiappelli **Supervisor’s Signature:** \_Katheryn Chiappelli\_\_ **Date:** \_6/24/2024\_

**Dean/ELT’s Name:** Sally Welch **Dean/ELT’s Signature:** \_ \_\_**Date:** \_\_\_\_\_\_\_\_\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_ **Date:** \_\_7/2/2024\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** PS9763 **Date:** **7/2/2024 Supervisor’s Position #:** FA9602

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[ ]  Near acuity (at 20 inches or less when 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)

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

## **Movement, Strength, Repetition Functions:**

[ ]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[ ]  Crawling

[x]  Picking/Typing/Keyboarding

[x]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[x]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[x]  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**

[ ]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[ ]  Extreme noises