

Job Description

Title: Reference Assistant/Public Support
CBA Position: KCSS
Department: Library Services
Reporting Manager: Dir., Library Services
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B23
Band Range: \$35,835-\$50,169
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide reference assistance to students and/or prepare educational displays, programs and events; and may process interlibrary loans.

Supervisory Responsibilities: None, but may coordinate the activities of part time or student workers.

Minimum Qualifications/Basic Job Requirements:

- Bachelor's degree
- 1-3 years' experience in a library

Illustrative Examples of Essential Functions:

- Coordinate the planning, implementation and promotion of library events and displays.
- Provide reference services to patrons including staffing the resource desk, instruction and training in the library services and resources.
- Maintain files and statistics related to events, reference services, grants and donations, and interlibrary loan records.
- Assist in the management of resource sharing processes, procedures and reporting in compliance with Illinet, consortium and CONTU guidelines.
- Assist in the preparation of reports, manuals, proposals, and communications for library operations.
- Perform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities:

- Possess excellent organizational skills
- Have knowledge, with a strong emphasis in research processes and problem solving techniques
- Ability to effectively manage multiple and competing priorities
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Self-initiative and ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of general administrative processes and procedures
- Understanding of Microsoft Office Productivity Suite
- Understanding of basic computer operations and office equipment

- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement

Disclaimer:

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.

01/2014