To apply for this position please fill out the Student Assistant Job Application and email to student.applications@sjsu.edu with the Position Title-Reporting Unit-Reporting Dept in the email’s subject heading line.

Position Title: Unified Service Point Student Assistant: We are looking to hire three (3) student assistants to cover day, evening, and extended hours shifts (see ‘Work Schedule’ below)

Reporting Unit: Access Services

Reporting Department: Unified Service Point

Reports To: Unified Service Point Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES:

These three (3) positions will provide friendly, knowledgeable and efficient customer service at the Unified Service Point in the Dr. Martin Luther King, Jr. Library. This is an excellent opportunity for those who enjoy working with a diverse community of library patrons, while working a wide variety of offered shifts during the library’s generous open hours (from mornings to extended hours).

Duties include:

- Work cooperatively in a customer-service atmosphere to build a welcoming user experience
- Checking out library materials to SJSU and public library patrons
- Issuing Course Reserve items
- Assist the evening facilitator in searching library materials, course reserves shelf reading, and other projects
- Assist patrons with pay-for-printing and self-check stations and troubleshoot as necessary
- Assist Library Security with collecting Grades First data
- Create library patron user accounts
- Assist in study room bookings
- Perform simple catalog and database searches
- Assist in CSU+ and ILL requests
- Process on-the-fly materials
- Make proper referrals to librarians or San Jose Public Library staff
- Use effective judgement in problem solving library account issues
- Stay current on departmental and library information via the SharePoint site
- Understand library emergency procedures
- Assist in library sort room duties, including checking in and sorting material
- Assist library patrons in locating material on other floors as needed
- Answering USP telephone and providing information
- Serve as a resource of campus events and services
- Other related duties as needed

QUALIFICATIONS:

- Work Study student preferred (not required)
- Applicant must be a matriculated SJSJ student enrolled in at least 6 undergraduate or 4 graduate units
- International student applicant must be a matriculated SJSU student in at least 12 undergraduate or 9 graduate units, -or- enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester
- Excellent interpersonal and communication skills highly desired
- Working knowledge of English grammar, spelling and punctuation
- Previous customer service experience helpful
- Previous library experience helpful, but not required
- Familiarity with using desktop computers
- Attention to details
- Commit to established schedule with minimum of absences (see Work Schedule section below)

PHYSICAL REQUIREMENTS:

- Be able to lift up to 25 pounds and transport materials on library book trucks
WORK SCHEDULE:

- When filling out the student assistant job application, please indicate your availability to work based on the library’s open hours as listed below (‘Fall & Spring Library Open Hours’).
- Please note that the library’s open hours listed on the job application may be different than what is here.

FALL & SPRING LIBRARY OPEN HOURS

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Sunday</td>
<td>1-11p</td>
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<tr>
<td>Monday</td>
<td>8a-11p</td>
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<td>Friday</td>
<td>8a-6p</td>
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<tr>
<td>Saturday</td>
<td>9a-6p</td>
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Desired Class Level: All class levels accepted
Major: All majors accepted
Salary Level: 2
Initial hiring Salary: $15.00 per hour

Updated: August 2, 2019