STUDENT ASSISTANT POSITION DESCRIPTION

UNIVERSITY LIBRARY

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: Library Administration Receptionist
Reporting Unit: Operations and Administration Services
Reporting Dept: Library Administration office
Reports To: Human Resources Assistant

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reporting to the Human Resources Assistant and receiving work lead direction from the Human Resources Assistant, the Receptionist supports the 4th Floor Reception Service Point (Administrative Suite for King Library management, faculty and staff), oversees the scheduling of King Library conference rooms, and provides assistance to the Dean’s administration when necessary.

- Greets a wide variety of staff, patrons and visitors to the King Library 4th floor Administrative Suite, including those meeting with King Library management, faculty and staff, students and also international visitors wishing to tour the facilities

- Organizes, updates and refers to complex information resources to ensure callers and visitors are directed to appropriate resources/persons within the King Library and all questions are answered thoroughly and accurately

- Organizes and provides statistics for activity surveys for the 4th Floor Reception Service Point

- Types up room signs and posters for weekly meetings throughout the library

- Helps with special projects when needed.

QUALIFICATIONS

The requirements listed below include the equipment and knowledge, skills, and/or abilities required. (eg. Computer skills)

1. Education/Experience
   - Student Assistant hire must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units

2. Knowledge, Skills, Abilities required

   To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

   a. Punctuality a MUST.

   b. Thorough knowledge of methods, procedures and practices; English grammar, business writing, punctuation and spelling.

   c. Demonstrated competence in effectively presenting standard information in writing.

   d. Ability to compose and appropriately format correspondence and reports.

   e. Ability to perform standard arithmetic functions of transactional nature, including tracking and
comparing data.

f. Working knowledge of software applications: MS Word processing, Excel spreadsheet, database management, Internet tools and People Soft.

g. Ability to perform accurately in a detail-oriented environment.

h. Ability to maintain confidentiality and appropriately handle sensitive communications with employees and external agencies.

i. Ability to quickly learn and apply a variety of state, federal, CSU, and SJSU policies and procedures.

j. Strong oral communication skills. Must possess excellent customer service and public relations skills.

k. Ability to solve problems of moderate complexity using independent judgment and to identify deviations from applicable policies.

l. Dependability

PHYSICAL REQUIREMENTS

The requirements listed below include physical abilities required to complete essential duties (eg. ability to lift 50 lbs using a fork truck)

- The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

WORK SCHEDULE:

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Desired Class Level: ☐ Frosh ☐ Soph ☐ Jr. ☐ Sr. ☐ Grad Student  MAJOR: ______Any____

SALARY RATE LEVEL: ☐ 2 ☐ 3 ☐ 4 INITIAL HIRING RANGE: _____$15_______