JOB DESCRIPTION

Department: Library
Post Title: Information Assistant (Customer Services)
Grade: Grade 4
Reports to: Responsible to: Library Customer Care (Collections) Co-ordinator
Responsible to: Head of Customer Services

Main purpose of job
To contribute to the provision of an efficient and effective customer-orientated Library Service through work on the front line service desk and within the Customer Services team.

Main Duties and Responsibilities
To contribute to the delivery of Help Desk services dealing with Library users face-to-face, by telephone or by email.

This includes:

1. Carrying out helpdesk duties which includes dealing with cash handling (fines transactions etc., membership, borrower data, overdue books, dealing with holds etc., making decisions and taking appropriate action to deal with problems and enquires as they arise.

2. Assisting customers in information searching relating to physical stock and electronic resources using Library Search and referring to the specialist Information Consultants as required.

3. Helping users gain access to desk top information services (accessing, manipulating, printing, saving files and data).

4. Assisting customers using the Self Service kiosks, Laptop cabinets, Multi-Functional Devices (photocopiers and printers) and binding equipment. This includes equipment troubleshooting, refilling consumables and reporting faults via the appropriate channels.
5. Assisting in presentations / workshops with library staff and students.

6. Carry out a wide range of routine tasks to support customer services, shelving, shelf tidying, floor walking/Roving and relocation of light equipment.

7. Proactively engage and interact with customers, being visible and accessible to customers.

8. Promote and market our services and signpost to other services as appropriate.

9. Encourage and respond positively to customer feedback.

10. Work flexibly as part of a team and support other team members to produce team results.

11. Maintaining library users membership and accounts by creating accounts, informing customers of membership options and information, and processing both internal and external membership applications (for example, SCONUL).

To contribute to the Customer Service Team. This includes

1. Daily/weekly till and Emos reconciliations, clerical activities including updating information on Library rooms & Wiki etc.

2. Forging closer ties with the Disability and Dyslexia office, attending ESO Support meetings, and to conduct one to one meetings with Library users to discuss Library facilities. Attend external meetings in this area.

3. Attend Contensis training in order to update Library web pages as required.

4. Conveying information to Library Users via Social Media (Twitter, Facebook etc.) This includes setting up regular Tweets using appropriate software Hoot Suite.

5. Participation in key customer service projects. This includes the Finalist & Postgraduate campaign, updating customer service manuals; Footprints, monitoring casual / variable hour staff activities etc.

6. Participating in recruitment processes, including supervision of recruitment assessments.

7. Assisting the Head of Customer Services (when required) with the disabled users.

8. Participation in Customer Services meetings & annual planning meetings to review frontline and office activities. This includes rotating the Chair and Minute taker between the team.

9. Collecting and inputting statistical data; setting up simple spreadsheets and providing reports from the data.
10. Participation in development projects as part of a team of Library staff seeking to meet the Library's strategic aims and goals.

11. Involvement in new College and Library initiatives. This includes Student First, the Service Catalogue and the upgrade of Footprints in the summer of 2017.

12. Assisting the Library Customer Care (Collections) Co-ordinator with the High Use collection provision as required.

Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly.

Hours of work: Monday – Wednesday (17.5 hours) which is non-negotiable due to changes of work pattern within the Customer Services team.

Carol Sadlowski
March 2017

Please note:- there will be adjustments to the current job description during 2017 as the job profile develops to meet the needs of the Library and Student Services Centre.