



**JOB CODE: SS/LIB01**

## **Job Description**

Job Title: Library Aide/Help Zone  
FLSA Status: Non-Exempt – Part Time  
Grade: N/A – Student Employment  
Department: Student Services  
Reports to: Coordinator of Library Services

## **Job Summary**

The Library Aide/Help Zone will provide assistance to students with various technology such as Canvas (Online Learning System), printing, using Microsoft Products, etc., and perform limited library functions. This position's main purpose is customer service in the library related to all circulation aspects of the library.

## **Essential Duties and Responsibilities**

- Work area is inside a public service area
- Other duties as assigned Intake student support issues via variable sources including face-to-face, phone, and online interactions to resolve or refer issues utilizing appropriate response solutions
- Record student support issues in a help desk tracking solution
- Assist in the development of training and solution materials
- Participate and collaborate in improving distance learning efforts and the use of technology at
- NWCCD
- Perform basic library circulation functions, including checkout functions, and create accounts for new patrons.
- General library oversight and duties, including opening and closing the library, in the absence of library staff.
- Other duties as assigned.

## **Knowledge, Skills, and Abilities Required by the Position**

- Intermediate knowledge of MS Office software (Word, Outlook, Excel, etc.) required. Advanced knowledge preferred.
- Familiarity with online learning technologies (Blackboard, Canvas, etc.)
- Basic understanding of our college's process and departments, such as Enrollment Services, Advising, etc.
- Excellent customer service skills
- Excellent written and oral communication skills
- Self-motivated and able to work well under variable directives and situations
- Ability to independently interpret, resolve, or refer student support issues without direct supervision
- Ability to learn on the job and apply creative solutions to routine functions and processes

## **Working Conditions/Physical Requirements**

- Office working conditions - moderate periods of sitting and standing
- Able to bend low, reach overhead and lift up to 35 pounds
- Daytime, evening, and or weekend work schedule
- Long periods of time working with computers
- Frequent interruptions

## **Supervisory and Management Responsibility**

- None

## **Minimum Qualifications**

- Good Conduct and Academic Standing with the college
- Gillette College Student currently enrolled
- Cumulative GPA is 2.0 or greater

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**HOW TO APPLY:** Email the GCCD application (found online at <https://gillettecollege.org/about/careers>) to [tgardner@gillettecollege.org](mailto:tgardner@gillettecollege.org).

## **Equal Opportunity and Affirmative Action Employer**

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