



Job Description

Job Title: Library Aide/HelpZone – Student Employment
FLSA Status: Non-Exempt, Part-Time
Grade: NA - Student
Department: Academic and Student Affairs
Reports to: Library Director

Job Summary

The Library Aide/HelpZone will perform limited library functions and provide assistance to students with various technology including but not limited to: Canvas (Online Learning System), printing and using Microsoft Products. The work schedule may include daytime, evening, and or weekends. This position's main purpose is customer service related to all circulation aspects of the library.

Essential Functions *(Employees of the District must be able to perform, with or without reasonable accommodations, the essential functions of the position as detailed in this section.)*

- 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 both GCCD and NWCCD.
- Perform basic library circulation functions, including checkout functions.
- 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.

Minimum Qualifications *(Employees of the District are required to possess a minimum proficiency level of English, both written and spoken, that will enable them to communicate safely, effectively, and efficiently with students, co-workers, and the public.)*

- High school diploma or GED equivalent.
- Must be currently enrolled at Gillette College with a minimum of 6 credits
- Must be in good conduct as stated in the Student Handbook.
- Must have a cumulative GPA of 2.0 or greater.

Competencies for Successful Performance

Knowledge of:

- Office procedures, methods and computer equipment and programs.
- Work safety principles and practices.
- MS Office software (Word, Outlook, Excel, etc.). Intermediate knowledge required, advanced knowledge preferred.
- Of our college's process and departments, such as Enrollment Services, Advising, etc.

Ability to:

- Work in a public service area.
- Independently interpret, resolve, or refer student support issues without direct supervision.
- Be self-motivated and able to work well under variable directives and situations.
- Learn on the job and apply creative solutions to routine functions and processes.
- Understand and follow safety procedures.
- Organize work tasks and work independently.
- Meet work schedules and deadlines.
- Understand and follow oral and written directions.
- Maintain the confidentiality of information and professional boundaries.
- Work with frequent interruptions.

Skill in:

- Excellent customer service skills.
- Online learning technologies (Blackboard, Canvas, etc.).
- Excellent written and oral communication skills.
- Interpersonal skills necessary to develop and maintain appropriate and effective relationships in the workplace.

Supervisory and Management Responsibility

- None

Physical Demands *(The physical demands described below are representative of those that must be met by and employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)*

- This position involves physical demands such as exerting up to 35 lbs. of force occasionally.
- Remaining in a stationary position, often standing or sitting for prolonged period.
- Reaching overhead occasionally.
- Moving self in different positions to accomplish tasks, such as bending down.

How To Apply:

Visit www.gillettecollege.org for the application. Email completed GCCD application to hrteam@gillettecollege.org.

Equal Opportunity and Affirmative Action Employer

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