**Title of Position:**  Student Services – Career and Library Services Assistant (Sutherland)

**Division/Department:**  Library Services & Career Services

**Job Duties**

**CAREER SERVICES DUTIES (50%)**

* Works with the Career Educators to ensure that clients (students, graduates and employers) receive excellent customer service
* Ensures that jobs are posted quickly and accurately
* Ensures that the job posting binder is kept up to date at all times
* Supports Educators with clerical tasks
* Updates Career Services’ display case
* Responds to general inquiries of walk-in traffic
* Maintains supply of student handouts, magazines, etc.
* Sends faxes as requested
* Loads paper into printers, clears basic printer paper jams

**LIBRARY DUTIES (50%)**

* Shelves books, periodicals, and other library materials according to established filing systems
* Circulation desk coverage (check books in and out, tattle tape and stamp periodicals received)
* Provides customer service, answers basic questions, refers complex queries to library staff
* Performs the ‘shelf read’ process to ensure library materials are shelved in the correct order
* General clean up and tidy of the periodical area, study rooms and other open library spaces
* Provides basic office support including photocopying, loading paper into printers
* Assists staff with displays and special projects

**Qualifications**

* Proficiency in a technology-based environment
* Thorough knowledge of Microsoft Office 2010 software suite
* Good organizational skills and demonstrated attention to detail
* Prior experience in a customer service environment
* Excellent oral communication, interpersonal and team skills
* Genuine interest in helping other students
* Ability to exercise sound judgment
* Ability to work with minimal supervision

**Additional Information ie special equipment or travel**