



Job Description

JOB TITLE: STUDENT SERVICES TECHNICIAN, NCC LIBRARY/LEARNING CENTER
PAY GRADE: CL 18
LAST REVISED: MAY 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under general supervision of assigned manager, performs a variety of technical duties in support of the NCC library and learning center program areas; provides students, staff, and others with specialized information, training, and assistance related to the Library and/or the Learning Center; assists with the day-to-day operations of the NCC Library and/or the Learning Center, proctors tests and performs other general program support and clerical assistance duties in support of the NCC Library and/or the Learning Center.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs a full range of technical, program support, and clerical duties in support of the NCC Library and/or the Learning Center; relieves manager(s) of administrative details including researching and resolving problems related to these areas.
2. Coordinates with manager in ensuring efficient day-to-day operations in the NCC Library and/or the Learning Center; participates in planning, organizing, and coordinating the activities of these areas; assists in the development and implementation of procedures and workflows in these areas.
3. Serves as point of contact and/or informational resource for the NCC library/learning center by responding to requests, inquiries, and questions from administrators, faculty, staff, students, and the public in a courteous manner; assists library patrons in their use of the library facility, resolves complaints in an efficient and timely manner; refers unresolved complaints to higher-level staff.
4. Works with manager to prioritize time between the library and the learning center; balances work assignment to provide best coverage in assigned work locations.
5. Provides library circulation services to library patrons; ensures proper staffing levels and adequate materials for circulation desk operations; checks out and checks in library materials and maintains accurate databases of patrons' library account activities.
6. Maintains library shelves utilizing the Dewey Decimal System and accurate check-in and filing of library periodical collection materials on shelves.
7. Assists with the testing program by establishing and maintaining secure confidential filing systems, distributing course materials and proctoring tests.
8. Monitors use and assists students and other patrons with the use of computers, computer software packages/applications and other equipment.
9. Works with manager and others to assist with procurement of supplies.

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10. Works with managers and others to collect, compile, and report statistical, budget and financial data and other information; researches and verifies information as requested.
11. Compiles, summarizes and tabulates statistical data and information related to the use and needs of the NCC Library and Learning Center. Prepares reports and verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies and other mandates.
12. Participates in the development of program budgets; forecasts funds needed for staffing, equipment, materials and supplies.
13. Supervises, hires and trains student and/or temporary help, processes timesheets, assigns work and schedules for student and/or temporary help; provides a variety of assistance, support and mentoring services to student employees
14. Assists in the development of promotional and informational materials for distribution on and off campus.
15. Performs related duties as assigned.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Operational characteristics, services, and activities of library and learning center functions, programs, and operations.
- Customer service techniques
- Library-specific processes, procedures and terminology
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Changing technologies and functionality of equipment and systems.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Effective oral and written communication
- Establishing and maintaining effective working relationships
- Supervisory techniques for student and temporary assistants

Ability to:

- Work effectively with minimal supervision
- Prioritize workload as relates to operational and student need
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Communicate clearly and concisely, both orally and in writing.
- Understand, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Perform a range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.
- Proctor tests
- Coordinate and conduct workshops, special events and tours.
- Hire, train and supervise student and temporary assistants.
- Function effectively under pressure to meet deadlines, timetables and unanticipated situations.



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- Research, compile, analyze, and interpret data.
- Use sound judgment in recognizing scope of authority
- Prepare a variety of clear and concise administrative and financial records.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations
- Plan and organize work to meet schedules and changing deadlines

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to completion of the twelfth grade supplemented by college level course work.

Experience:

At least one year of administrative, programmatic and/or clerical work experience. Experience working in a library is highly desirable. Experience working with a tutoring program or as a tutor is also desirable.

License or Certificate:

Possession of, or ability to obtain, a valid driver's license may be required for some positions.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting with extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Some positions may require occasional travel to other offices or locations to attend meetings or to pick up or deliver materials.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.