# Library & IT
## Request for New Student Assistant

<table>
<thead>
<tr>
<th>Student Job Details</th>
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<tbody>
<tr>
<td><strong>Team and/or Unit:</strong></td>
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<tr>
<td><strong>Position Title:</strong></td>
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<td><strong>Classification Level:</strong></td>
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<tr>
<td><strong>Hours per week:</strong></td>
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<td><strong>Specific time periods required, if any:</strong></td>
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<tr>
<td><strong>Work Schedule:</strong></td>
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</tbody>
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**Responsibilities/Duties:**

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages.
- Greet visitors, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Schedule, maintain and update conference room calendars. Assist meeting facilitators with conference room technical equipment issues as needed. Ensure that rooms are clear, clean and returned to standard setup after meetings have ended.
- Analyze data to determine answers to questions from visitors or members of the public.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Keep a current record of staff members' whereabouts and availability.
- Perform duties to maintain lobby or reception area.
- May assist in special projects or departmental events. Provide other clerical duties such as filing, photocopying and collating that may include confidential information.
**Requirements:**

**Knowledge and skills:**

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment and meeting quality standards for services.

Knowledge of audio visual, electronic equipment, and computer hardware and software, including applications.

Communicates effectively both orally and in writing. Actively listens to customers, supervisors, peers, vendors and facilities staff to ensure understanding of information and ideas presented.

The ability to concentrate on a task over a period of time without being distracted.

The ability to apply general rules to specific problems to produce answers that make sense.

Develops cooperative working relationships with facilities and technical staff to ensure that any technical or building issues are resolved quickly and successfully.

Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains opens to others’ ideas and tries new things.

Follows instructions; Responds to management direction; Takes responsibility for own actions.

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**Interviewer Name:** Linda Richardson

**Contact Number and/or Email:** Lits-studentjobs@emory.edu

**Form Submitted by:** Linda Richardson  
**Date:** 08/12/2016