

Senior Library Assistant, Billing Specialist Tufts University

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Posted Jul. 25, 2024, set to expire Dec. 31, 2024

Job Title	Senior Library Assistant, Billing Specialist
Department	Tisch Library
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 25, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Library
Job Website	https://jobs.tufts.edu/jobs/20730?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tisch Library is a student-centered research library, dedicated to supporting teaching, learning, and scholarship in Tufts' School of Arts & Sciences and School of Engineering. We provide collections, subject expertise, and technology-rich research and learning environments with services and programs to meet the information needs of our students, faculty, and staff. The Access Services Department ensures timely and effective access to library collections, facilities and services, managing circulation, reserves, basic reference, interlibrary loan, stack management, printing and scanning.



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The Information Desk in Access Services is the frontline service point in Tisch Library. We provide a welcoming, inclusive environment for our patrons, with collaborative staff committed to teamwork. Senior Library Assistants answer patron questions in person and via e-mail, telephone, and chat, and make timely and effective referrals to specialist librarians, other library departments, and services across campus. We seek candidates who are excited to work in a university library with a community of students and faculty who are diverse in every way.

What You'll Do

The schedule for this position is Tuesday through Saturday, 7:30 AM - 3:30PM. This is a full-time, on-site position.

The Senior Library Assistant, Billing Specialist will perform the below duties:

- Provide library services to students, faculty and staff. This includes but is not limited to responding to inquiries, resolving problems, and making appropriate referrals.
- Manage billing and fees for the Access Services department, involving frequent and personalized communication directly with patrons to resolve user accounts.
- Oversee workflow and project assignments for student staff, including answering questions, checking in materials, equipment and technology, shelving reserves and holds, shelving returned material, performing scheduled building counts, and assisting with opening.
- Open Tisch Library at the start of the morning shift.
- Create and maintain department documentation on billing, TouchNet system, and the related communication plans involving patrons.
- Collaborate with other departments to ensure a smooth and equitable patron billing process, including Interlibrary Loan, Course Reserves, Metadata, and Acquisitions.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired by an Associate's degree or equivalent
- At least 3 years' customer service experience
- Demonstrated commitment and success in a customer service environment
- Strong written and interpersonal communication skills
- Attention to detail, for example managing multiple spreadsheets and workflows simultaneously

Preferred Qualifications:

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- Familiarity with integrated library management systems and discovery tools, such as Alma and Primo
- Familiarity with TouchNet Payment system or other online payment system
- Experience in a higher education environment
- Bachelor's degree or equivalent
- Library experience

Pay Range

Minimum \$24.30, Midpoint \$28.90, Maximum \$33.50

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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