

Learning Resource Specialist B - Library Assistant
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=251460>

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Posted Jan. 13, 2025, set to expire May 8, 2025

Job Title Learning Resource Specialist B - Library Assistant
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Jan. 13, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Library

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Job Description

Posting Details

Position Information

Position Title: Learning Resource Specialist B - Library Assistant

Requisition Number: SCL00383

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General Description

The Learning Resource Specialist B - Library Assistant provides outstanding customer service to a diverse population of students, faculty, staff and other patrons of the College's library. Performing a variety of clerical tasks to support the library operations, the Resource Specialists primary responsibilities include responding to basic inquiries regarding library processes and procedures, maintaining accurate placement of books and other materials, and maintaining accurate records within the College's integrated library system. The primary work location for this position is the College's Northeast Regional Center. This position may be reassigned to any of the College's regional campuses based on operational needs.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Demonstrate excellent customer service in response to inquiries regarding basic circulation policies, such as book holds and borrowing, in a professional manner.

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- Maintain accurate placement of books and other library materials.
- Respond to telephone inquiries, gathering necessary information for the appropriate response and redirecting calls, as needed.
- Maintain proficiency in the use of library and college systems including, but not limited to, Alma (the library's Integrated library system), MS Word, Excel, and Outlook.
- Assist students, faculty, and staff in the use of library equipment and related systems in a professional manner.
- Communicate library policies and procedures to students, faculty, and staff, as needed.
- Travel to the College's Main campus and other regional centers to provide assistance, as needed.
- Other duties as assigned.

Minimum Qualifications

- High school graduate, or GED, is required. Any and all degrees must be from a recognized institutional accreditor.
- Minimum of one (1) year experience in a direct-contact customer service environment required.
- Minimum of one (1) year of previous work experience in a library environment required; preferably within higher education.
- Experience with an integrated library system is required.
- Strong attention to detail is required.
- Demonstrated proficiency using MS Word, Excel, and Outlook required.
- Strong customer service skills to understand and address the needs and concerns of customers is required.
- Demonstrated ability to work effectively independently and as a member of a team is required.
- Ability to use judgment to determine when to refer problems to direct supervisor required.
- Ability to stand for prolonged periods of time required.
- Ability to reach to upper level shelves using a stool and bend to lower level shelves when retrieving or re-shelving books required.
- An understanding of, and sensitivity to, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college staff and students required.
- Ability to work extended hours, when needed, is required.

Preferred Qualifications

- Associate's degree preferred.

Work Location: Northeast Regional

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Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 5

Min Salary: \$18.53

Max Salary: \$32.64

Job Posting Open Date: 11/07/2024

Type of Position: Classified

Employment Status: Full-Time

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Special Instructions to Applicants

Interested candidates should complete an online application.

Applicant Testing Required: MS Word, MS Excel, Customer Service Mindset Survey

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - Higheredjobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

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(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have at least one year of face-to-face customer service interaction?
 - Yes
 - No
5. * Do you have at least one (1) year of experience in a library environment?
 - Yes
 - No
6. * Do you have experience using and managing an integrated library system?
 - Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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