**Position Summary:**

Join a team dedicated to creating a welcoming environment for students in the Mary Idema Pew Library Knowledge Market! Excellent customer service skills and the ability to work collaboratively with other students and staff are required. Primary responsibilities include helping students check in for consultations, managing the drop-in queues for multiple services, communicating with receptionists at other locations, and answering questions at the Knowledge Market desk.

**Job Duties:**

* Foster a welcoming environment and help students check in for consultations
* Coordinate drop-in queues and appointments for multiple services simultaneously
* Communicate with receptionists in the Writing Center and Speech Lab to coordinate referrals
* Answer questions about the Knowledge Market and library at the Knowledge Market reception desk
* Design training materials for future receptionists
* Other duties as assigned

**Required Qualifications:**

* Excellent customer service skills
* The ability to prioritize multiple demands in a fast-paced work environment
* Enthusiasm for the Knowledge Market and the University Libraries
* The ability to work collaboratively with other students and staff
* Able to work at least 6 hours per week

**Preferred Qualifications:**

* Work study preferred

**What you can expect to learn in this position:**

* Customer service skills
* Experience in promoting/marketing an organization
* Communication and collaboration skills
* Problem solving: ability to make decisions and solve problems using creativity and reasoning
* Flexibility: ability to manage and adapt to changing work conditions and assignments
* Administrative skills: ability to plan, organize, and prioritize work
* Cultural sensitivity: ability to demonstrate respect and awareness to other people and cultures
* Technology & computer literacy: ability to use current technology and computer software

**Compensation:** $11.53/hour

**Standard Hours for this Position:**

Shifts are available from 10:00 AM – 9:00 PM Sunday-Thursday; you may be required to work any combination of shifts and must have transportation during these hours. Knowledge Market receptionists can work between 6-20 per week during the Fall and Winter semesters.

**Knowledge Market Receptionist**

**Mary Idema Pew Library**

Name:

Local Address: Phone:

Home Address:

School Email:

Major: Minor:

Year in School: Federal work study? **☐** Yes **☐** No

Why do you want to work for the University Libraries?

What do you think excellent customer service includes?

Please explain how you would handle the following scenario*:*

*A prospective student and her family visit the library and stop at the Knowledge Market reception desk. They mention that the student is interested in coming to Grand Valley. How would you respond?*

What kinds of experiences have you had interacting with people in a workplace, volunteering, or in a club or extracurricular activity?

**Previous Employment:** Please list previous employers, direct supervisor’s name and phone number, address, position held, responsibilities, length of employment, and reason for leaving below.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Previous Employment #1 | Previous Employment #2 | Previous Employment #3 |
| Employer: |  |  |  |
| Direct Supervisor’s Name: |  |  |  |
| Phone Number: |  |  |  |
| Address: |  |  |  |
| Position Held: |  |  |  |
| Responsibilities: |  |  |  |
| Length of Employment: |  |  |  |
| Reason for Leaving: |  |  |  |

Knowledge Market receptionists are scheduled for shifts between the hours of 10:00 AM – 9:00 PM Sunday-Thursday. You will need to have transportation for all possible hours. Are you able to make this commitment?

🞎 Yes 🞎No

You will be required to attend training events outside of your regular shifts, scheduled around your classes. Are you able to make this commitment?

🞎 Yes 🞎No

***Please return your completed application materials and work schedule via email to*** [***melicjus@gvsu.edu***](mailto:melicjus@gvsu.edu) ***by DATE at midnight.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Schedule – Fall Semester**  Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  School Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Number of hours you’d like:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *(Receptionists can work between 6-20 hours per week.)*  In the chart below, please fill in your schedule for the Fall semester using the legend below:  All hours you’re available to work: **W**  Hours you’d prefer to work (*preferred hours cannot be guaranteed*): **\***  Hours you are in class: **C**  Hours you have other commitments (ex/ clubs, volunteer, etc.): **O** | | | | | |
|
|  | Sunday | Monday | Tuesday | Wednesday | Thursday |
| 10am - 11am |  |  |  |  |  |
| 11am -12pm |  |  |  |  |  |
| 12pm - 1pm |  |  |  |  |  |
| 1pm - 2pm |  |  |  |  |  |
| 2pm - 3pm |  |  |  |  |  |
| 3pm - 4pm |  |  |  |  |  |
| 4pm - 5pm |  |  |  |  |  |
| 5pm - 6pm |  |  |  |  |  |
| 6pm - 7pm |  |  |  |  |  |
| 7pm - 8pm |  |  |  |  |  |
| 8pm - 9pm |  |  |  |  |  |