



Public Services Coordinator for Hamilton Library at Franklin College

Franklin College is seeking to fill a customer-service oriented Public Services Coordinator position that will supervise the service desk of B.F. Hamilton Library, coordinate patron services and direct a staff of 20+ student assistants. Will act as a point of contact for the Library's public services. Contributes to or leads library outreach and marketing efforts. This is an hourly, full-time position reporting to the Library Director.

ESSENTIAL FUNCTIONS:

- Hire, train, schedule, supervise, and evaluate student assistants at a service desk that integrates library and information technology services.
- Project student staffing needs for each period, while working within Library and work-study budgets.
- Maintain reserves in conjunction with faculty.
- In collaboration with the Assistant Director, contribute to library outreach and marketing efforts including creation and maintenance of displays and social media.
- Troubleshoot and resolve patron problems.
- Provide quick reference assistance and answer directional questions.
- Requires some lifting of moderate-weight materials of up to 25 pounds.
- Some evening and weekend work may be required.

SKILLS & COMPETENCIES:

- People skills – must be able to work with diverse groups with different priorities: students, faculty, staff, alumni, and visitors.
- Flexibility – must be able to change priorities and delegate tasks as student staffing conditions change.
- Initiative and creativity – to identify potential projects or problems, then plan and implement solutions.
- Analytical and organizational skills and a high degree of accuracy and attention to detail.

Requirements include Bachelor's degree; supervisory experience strongly preferred; library, retail, or other customer service experience preferred; proficiency in Internet searches, word processing, and spreadsheets preferred.

Benefits package includes health, dental, and vision insurance, life and disability insurance, paid time off, retirement plan, EAP, and tuition benefits for employee and their family. Review of applications will begin immediately; applications received by February 8, 2019 will receive full consideration. **Click link to apply for position here – [Franklin College Staff Application](#)**

Contact Human Resources with additional questions.

Franklin College
101 Branigin Blvd.
Franklin, IN 46131

humanresources@franklincollege.edu



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