**P1: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
* May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under supervision.
* Progress and outcomes are reviewed for consistency with instructions and established procedures.

*🡪 Context of Decisions*

* Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

*🡪 Job Controls*

* Receives some instructions with respect to details of most work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Course of Resolution*

* Resolutions are typically generated by utilizing existing procedures or practice.
* Typically, problems can be quickly and relatively easily resolved.

*🡪 Measure of Creativity*

* Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

**Job Template**

**GENERAL SUMMARY**

Follows established procedures to independently complete assigned tasks. Work is transactional and routine in nature and issues are typically repetitive and can be resolved within established practice and policy. Expected to develop work processes based on precedent, practice, and existing policy. Required to demonstrate solid customer service, communication, and organizational skills.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under supervision of a supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Provides functional and service support in area of positional responsibilities, recommending operational and/or patron experience efficiency improvements to supervisor.
* Applies Library and University policies and procedures, assisting other staff and patrons as appropriate.
* Provides in-person and online patron discovery and access, general reference, and informational services support as appropriate.
* Processes transactions and maintains records, appropriate to position responsibilities and following prescribed guidelines and policies. Refers difficult or unusual issues to supervisor.
* Collects, maintains, and reports statistics related to position responsibilities.
* Supports the creation of documentation, guides, and other resources to instruct patrons and/or Library staff in the discovery, access, and use and/or coordination of Library collections, programs, procedures, and resources.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.

**COMPETENCIES**

**Knowledge of:**

* Principles of diversity, equity, and inclusion
* Standards and best practices in public and customer service
* Best practices in critical thinking, creative problem solving, and analysis
* Current integrated resource management systems as related to the position
* Principles and best practices in planning and organization
* Microsoft Office and related software applications

**Skill in:**

* Supporting and implementing practices, procedures, and workflows in area of position responsibility
* Reinforcing the principles of diversity, equity, and inclusion and working collaboratively with individuals of diverse backgrounds, experiences, and perspectives
* Demonstrating strong public service and interpersonal skills
* Critical thinking, creative problem solving, and analysis
* Learning and working effectively in current office applications, software, and communication technologies
* Delivering reliable, effective, and appropriate verbal and written communication that follows current professional standards and the correct use of language and grammar
* Planning and organization
* Preparing and maintaining accurate records and reports

**Ability to:**

* Maintain active learning skills and currency in professional standards, practices, procedures, policies, and technologies related to position responsibilities
* Make a positive contribution to a culture of inclusion and respect in all interactions within the Library and across the University
* Maintain confidentiality of information, professional boundaries, and strong public and customer service skills Work independently to analyze information, draw conclusions, and present conclusions effectively to stakeholders
* Continually deliver reliable, effective, and appropriate verbal and written communication that follows current professional standards and the correct use of language and grammar
* Successfully plan, organize, and manage workflows and operations
* Be responsive, flexible, and adaptive in approach to work