**P3: 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. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision.

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice.

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress.
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
* Serves as the advanced resource to whom more junior employees go to for technical guidance.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
* Issues are regularly varied.
* Problems tend to be technical or programmatic in nature.

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds.
* Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

**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 have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
* May be designated to guide or organize the work of several employees within the unit.

**Job Template**

**GENERAL SUMMARY**

Independently performs varied and complicated tasks that require technical or functional expertise. Work is primarily transactional or cyclical and resolutions are typically found within established practice and policy, but can require considering alternate practices or policy interpretation. Expected to define standard work tasks within broad organizational and procedural guidelines. Required to demonstrate strong customer service, communication, organization, and creative problem solving skills.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor. May serve as student or support employee 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 and implementing operational and/or patron experience efficiency improvements.
* Interprets and 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.
* Collects, maintains, and reports statistics related to position responsibilities.
* Creates 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.
* Three or more years of professional related experience.

**COMPETENCIES**

**Knowledge of:**

* Service standards, policies, procedures, and processes of library operations, as well as departments and University offices interfacing with the Library
* 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; developing and maintaining effective and appropriate working relationships with internal and external audiences
* 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
* Creating and managing internal documentation, including training and group presentation materials

**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 understandings, and present such 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
* Create and maintain internal documentation, including training and group presentation materials
* Maintain budgets and produce reports on budget requests, encumbrances, and expenditures