Department: Engagement and Learning Services
Position title: Student Worker II
Staff/Student: Student
Part-Time/Full-Time: Part-Time
Regular/Temporary: Regular
Reports to Person: Michelle Ashley Gohr
Campus: Tempe

Is this grant-funded: No

Committee Members:
Jesse Lopez
Ashley (Michelle) Gohr
Mary Ann Naumann

Additional Notes:

Posting information
Scope of Search: ABOR

ASU Libraries Statement
The Arizona State University, ASU Libraries is a leader in innovative customer service and in the strength of its collections; it ranks in the top 40 research libraries in North America. ASU’s programs for online-only students are growing rapidly and the library is innovating to serve that audience as well. The ASU Libraries include nine physical locations: Fletcher Library at the West campus, the Library at the Downtown Phoenix campus, the Library at the Polytechnic campus, the Library at the Thunderbird campus (International Business Information Centre – IBIC), and the four libraries on the Tempe campus: Hayden Library, Noble Science and Engineering Library, Music Library, and Architecture and Environmental Design Library. In addition, the Ross-Blakely Law Library serves the Sandra Day O’Connor College of Law. The Libraries of ASU support over 83,000 full-time and part-time students and over 3,000 faculty.

Job description
Hayden Library on ASU Tempe Campus seeks to hire detail-oriented and reliable individual to work as the library’s student outreach ambassador for numerous orientation and welcome events and to support social media efforts aimed at undergraduate students.

Must be available to work: Most Mondays, Wednesdays, Thursdays, Fridays and Saturdays from 10am to 2pm from March to July. Scheduling will be flexible during the Fall semester.

Responsibilities include:

- Interact with new, prospective, and current students, parents, and other visitors in a clear, confident, and friendly manner
• Communicate information about the library and services it offers
• Provide excellent customer service for repetitive, high traffic orientation and welcome events
• Independently attend events, set up welcome tables, stock and hand out promotional materials, and clean up table and return items to library after events
• Assist the First Year Experience Librarian with social media outreach efforts for undergraduates on Instagram, Facebook, and other platforms as necessary
• Collaborate with other Student Outreach Ambassadors regarding scheduling, tabling, and other duties
• Other duties as assigned.

Excellent attendance is expected. Per University policy, a criminal history background check will be performed after conditional offer of employment has been accepted.

Working Environment:
Activities are performed in an environmentally controlled setting subject to extended periods of sitting, standing and walking.

Must be able to lift and carry up to 25 lbs. in order to set up orientation table. Complete detailed tasks accurately and independently; communicate effectively with patrons, supervisors and co-workers.

Essential Duties:
• Set up orientation table
• Provide excellent in-person customer service to a variety of users
• Retain and explain library facts and information
• Interact with in-person library patrons
• Create engaging Instagram posts targeted at undergraduates
• Organizational tasks as assigned.

Desired Qualifications:
• Available Saturdays, M/W/F between 8am – 10am and T/Th between 8am and 6pm
• Library/Bookstore experience or similar
• Excellent customer service skills
• Ability to perform detailed tasks accurately
• Ability to perform routine tasks
• Knowledge of social media platforms
• Federal Work-Study eligible