

Employment Opportunity
Abbott Library Evening Supervisor (Instructional Support Associate)
University Libraries

The University Libraries seek a service-oriented, collaborative professional to join a team of dedicated professionals who work to provide library users with the resources they need for research, learning and teaching. In this role, you will manage the service desk in Abbott Library during evening hours, providing high-levels of customer service and expert assistance to all patrons who visit and use Abbott Library during that time. You will be responsible for managing Delivery+ operations in Abbott Library and assisting with Course Reserve during the evening. You will oversee maintenance of the stacks in Abbott Library, including shelving of materials and the arrangement and shifting of collections. As the evening supervisor, you will be responsible for resolving security and safety issues and carrying out proper procedures in the event of an emergency. You will have many opportunities to collaborate and consult with fellow Delivery Services team members to help make operations more effective and responsive to the needs of library users.

Key Responsibilities:

- Provide adequate staffing and supervise the operation of the Abbott Library Service Desk during evening hours;
- Close Abbott Library during your assigned work week;
- Provide high-level customer service support, expert assistance and an excellent user experience for all aspects of service delivery;
- Manage Delivery+ operations in Abbott Library during evening hours;
- Assist the Abbott Library Circulation Supervisor and Course Reserve Supervisor with managing the Course Reserves operation for Abbott Library;
- Enforce copyright compliance and answers queries from instructors and students regarding Course Reserves policies, copyright and fair use;
- Oversee the management of the stacks during evening hours including shelving of books and the arrangement and shifting of collections;
- Resolve security and safety issues for Abbott Library during evening hours, including consulting with University Police when necessary.

Minimum Qualifications:

We would like the Abbott Library Evening Supervisor to have the following education, skills and abilities:

- An Associate's degree;
- Analytical skills with the ability to solve problems by finding solutions that are guided by existing guidelines, policies, and procedures;
- Proven ability to work independently and manage priorities without day-to-day supervision;
- Excellent communication skills; must be able to write clearly, succinctly, and in a manner that appeals to a wide audience; must also be able to tailor communications based on the audience;
- Excellent organizational skills and the ability to balance tasks efficiently and effectively;
- Excellent interpersonal and customer service skills; must be able to remain professional and courteous at all times;
- Must be self-motivated and able to work well with members of a well-integrated team;
- Experience using Microsoft Office applications such as Access, Word, Excel, and Outlook or similar productivity software in a professional setting.

Preferred Experience:

We would be excited to know if you also have any of the following experience:

- One to three years of experience working in a library environment;
- Two to three years of customer service experience;
- Previous experience with integrated library management systems such as ExLibris Aleph;
- Previous experience supervising student assistants is preferred;
- Previous experience leading and managing effective teams.

Work Hours:

Work hours will vary based on academic calendars and operational needs.

Current work hours:

- Fall and Spring Semester: Sunday through Thursday 4:15 PM – 12:15 AM
- Intersession: Monday through Friday 9:15 AM – 5:15 PM
- Summer Sessions: Monday through Thursday 1:15 PM – 9:15 PM; Friday 9:15 AM – 5:15 PM

Salary:

\$39,500 - \$42,000

To apply:

All applicants must apply via the UBJobs Web site. Visit <https://www.ubjobs.buffalo.edu> and search for posting number **P1800031**. Applicants should fully describe their qualifications and experience in their cover letter with specific reference to the minimum qualifications of the position. Please provide contact information for three professional references (including email addresses) at the end of your cover letter.

Applications accepted through **March 21, 2018**. We anticipate filling the position by April 30, 2018.

The University at Buffalo is an Affirmative Action/Equal Opportunity Employer. The University is dedicated to the goal of building a culturally diverse and pluralistic University community committed to teaching and working in a multicultural environment.