



## Administrative Assistant/Access Services Associate

Information Delivery and Library Access (ID&LA)

(Administrative Assistant II)

The MIT Libraries seek an enthusiastic, self-motivated and service-oriented individual to support access and administrative functions of the department of Information Delivery and Library Access (ID&LA). This position provides an excellent opportunity to support the daily activities, exciting initiatives and broader service mission of the Libraries and to gain experience in a dynamic academic library setting.

**RESPONSIBILITIES:** The Administrative Assistant provides comprehensive administrative support to the Department Head and managers including purchasing supplies, reporting/tracking facilities issues, managing calendars, and maintaining equipment. Direct support of the Head includes scheduling and planning meetings/events, facilitating communications, managing files, coordinating and producing reports, supporting budget development, and generating and monitoring monthly spending reports. The Assistant serves as ID&LA's support and resource for administrative functions, working closely with Libraries' Administrative Services staff, and serves as liaison to MIT service providers and outside vendors. Responsibilities as Access Services Associate include participation in circulation and reserves, delivering high quality customer and basic information service to the MIT community across physical and virtual service points. In support of library operations s/he creates and maintains maps and wayfinding aids for library locations and is the point of contact for events in library spaces. The Associate contributes to the development of documentation and training materials related to processes and workflows, may assist with hiring, training or directing the work of student or temporary assistants, and may participate in local and library-wide committees or projects.

**QUALIFICATIONS:** Three years direct/related experience. Proven strength in administrative and organizational skills, including ability to multi-task, set priorities, and manage competing priorities. Excellent interpersonal and communication skills both written and oral, proven commitment to high customer service standards, and demonstrated initiative in identifying and responding to administrative and service needs. Ability to work and contribute independently as well as part of a service team, to work collaboratively, and to interact effectively with a diverse group of people. Well-developed problem solving skills, including ability to identify problems, exercise good judgment and carry out solutions. Tolerance for ambiguity and flexibility for working and adapting successfully in a complex environment. Advanced computer skills in Windows environment and software including Microsoft Word, Excel, PowerPoint, Web browsers, and e-mail. A keenness for learning new software, systems and technology and for assisting others in their use. Ability to lift 40 lbs, move boxes, shelve library materials and push book trucks, and a tolerance for exposure to dust. Preferred - Associate/Bachelor's degree. Experience with automated library systems. Experience in academic and/or research library. Experience in customer service environment. Experience working with Aleph. Familiarity with MIT and its departments and systems a plus.

**HOURS:** 35 hours per week, Monday – Friday 8am to 4pm with some variation that include evening or weekend shifts, depending on library hours for semester and service needs of department.

**HOURLY RATE AND BENEFITS:** \$22.00/hour minimum. Actual based on qualifications and experience. MIT offers excellent benefits including a choice of health plans, a dental plan, tuition assistance and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.

Apply online at: <http://careers.mit.edu/>. Applications must include cover letter and resume. *MIT is strongly and actively committed to diversity within its community and particularly encourages applications from women and ethnic minority candidates. Individuals who enthusiastically embrace the empathy, courage, self-reflection and respect of a multi-cultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply.*