USTS Student Employee

Department: User Services & Technology Support (USTS) – Atlanta Campus

Description: USTS is seeking Student Employees for the Spring 2023 semester to provide excellent customer service to library patrons and provide general support to USTS day-to-day operations.

Duties and Responsibilities
- Answer directional questions and provide information about services offered by the library. Explain departmental policies and procedures.
- Check out books and equipment.
- Assist students with university licensed software and library provided technology spaces (audio recording, videoconferencing, and virtual reality).
- Help students with scanners, print release stations, and display monitors.
- Restock printing and office supplies.
- Greet students, confirm reservations and provide access to approved spaces.
- Participate in library event support as needed.
- Maintain good attendance record. Adhere to assigned desk schedule.

Qualifications
- Previous work experience in and/or aptitude for customer service.
- Basic knowledge of computer hardware and software.
- Ability to troubleshoot technical issues.
- Strong communication and interpersonal skills.
- Must be currently enrolled in at least six credit hours.
- If applicable, must provide a copy of Federal Work Study program (FWP) award letter.

Hours: Up to 20 hours per week

Pay Rate: $12.00 per hour

Shifts Available: Based on class schedule with a focus on morning shifts from 8 am – 12 pm or 9 am – 1 pm, and weekends.

How to Apply: To apply for this position, please send resume to liblao@gsu.edu. Review of applications and interviews will begin immediately.

Georgia State University is an Equal Opportunity Employer and does not discriminate against applicants due to race, ethnicity, gender, veteran status, or on the basis of disability or any other federal, state or local protected class.