

**Reach Out Library Ambassador**

**GRADE 3**

**Job Purpose**

To provide first-class customer service to all users of the Reach Out service across the University campus and virtually. To participate in a range of daily enquiry/lending/document delivery procedures within the library, supporting the work of the Reach Out Library Team.

**Main Duties and Responsibilities**

1. To deliver a friendly, customer-focused, proactive support to all users of the service and facilities taking action to resolve any issues and delivering a high standard of customer service at all times through various platforms (e.g., phone, email UoG Helpdesk).
2. Distribute to the correct locations and re-shelve returned items of main library and High Demand Collection stock in the correct order, according to subject class and call number to enable readers to find them.
3. To actively support, signpost and follow established processes to support the operational delivery of the service whilst maintaining a high-level of customer service at all times.
4. Resolve common user issues within library guidelines and procedures and refer complex problems to senior colleagues as appropriate.
5. To be an ambassador for the Reach Out ethos, brand, and service design principles across all Reach Out locations.
6. Apply knowledge of library systems and procedures and be responsible for daily operational tasks; working at frontline service points or as part of roving Reach Out locations.
7. Undertake small weekly orientation tours as well as at University Open Days and at other times throughout the year. Participate in promotion and marketing of information services on behalf of {Library Services/Reach Out/other relevant services} support. This could include wearing t-shirts to promote services and staffing information stalls at events.
8. To participate in the ongoing programme of stock maintenance for all areas under our control. To carry out regular shelf-checking to ensure that the stock is in the correct location and alerting the supervisor to any problems. Periodically check the security of RFID tag on High Demand Collection items.
9. Undertake any other relevant duties as directed by Senior colleagues.
10. Engage in reasonable professional development activities as appropriate.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post gained through work experience in a similar role.

Scottish Credit and Qualification Framework level 4 in English [National 4] or equivalent, and experience of working in a similar role.

**Knowledge, Skills, and Experience**

* Ability to provide a high standard of user experience through delivering excellent customer service skills.
* Good communication and interpersonal skills [written and oral].
* Strong IT skills, including Microsoft Packages and databases.
* High standards of accuracy and attention to detail.
* Ability to respond to changing work priorities and organising own workload.
* Previous relevant experience in a similar customer service role.
* Experience of working as part of a team.
* Experience of engaging with the public.
* Experience of dealing with customer records in compliance with the General Data Protection Regulation 2018.

**Desirable**

* Previous experience of working in a library.
* Experience of taking groups on tour.
* Experience of using social media.