NOTICE

NOTE TO PROSPECTIVE APPLICANTS

Thank you for your interest in employment at Montana State University-Billings! We welcome your application materials and appreciate your desire to work at MSU-Billings.

The screening committee will begin its review of all applications after the review date listed on the vacancy announcement. Once the screening committee has completed its review of the applications, a list of finalists will be identified and invited for phone or personal interview. The review process takes a minimum of one week after the posted review date. Applicants who are not selected for an interview will be notified in writing once the recruitment process has concluded.

We recommend that you make and keep a copy of all materials you submit in the application process, as we are not able to return them to you nor will we be able to make a copy for you at a later date.

Persons with disabilities can request accommodations in the hiring and employment processes by contacting Human Resources at (406) 657-2278.

Please contact us if you have questions about our recruitment/screening process. Thanks again for your interest!

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POSITION: LIBRARY & TESTING CLERK/ADMINISTRATIVE ASSOCIATE II SEARCH #5054JAN

FTE: .5, half time, year-round position. Flexible hours in job-sharing arrangement, some nights and weekends as necessary. Job-sharing is currently one week full-time, one week off.

DEPARTMENT: Library – College of Technology

STARTING SALARY: $8.808 per hour with benefits

DATE TO START: As soon as possible after closing

BARGAINING UNIT: Montana Public Employees' Association (MPEA)

http://www.msubillings.edu/humres/Library%20&%20Testing%20Clerk-Admin%20Assoc... 1/11/2005
DESCRIPTION: Dual responsibility at the College of Technology – general daily operation of the library and the Center for testing and training. Primary contact for students and others using both the library and testing center. Responsible for scheduling of tests, maintaining the Library and assisting students. Provide confidentiality of records, scheduling and other clerical support for both areas.

QUALIFICATIONS:

♦ High School graduate or equivalent, two years post-secondary education required.

♦ Library experience is preferred.

♦ Detail-oriented, able to use complex library software system.

♦ Experience working with PC’s, Windows, Web-based information and Microsoft Office software.

♦ Excellent people skills, ability to meet customer needs, solve scheduling problems, and coordinate activities.

♦ Ability to work flexible hours and job-share with another Library & Testing Clerk, including some Saturday and evening hours as needed.

♦ Ability to work with testing & scheduling software and systems, and to maintain an effective testing environment.

♦ Ability to maintain hardware, software and network connections.

♦ Ability to work with students, staff and faculty with a variety of information needs.

♦ Ability to reach high and low shelves.

♦ Self-motivated person, able to work alone, to prioritize tasks and to request help when necessary.

♦ Ability to provide appropriate clerical support for College of Technology staff and faculty including bookkeeping, spreadsheets and database use.

♦ Proof of Typing/keyboarding: Proof must be within the last 12 months.

REVIEW DATE: Applications received by January 7, 2005, will be given preference review, however, the position is open until filled.

APPLICATION PROCESS: Submit a Letter of Application addressing the above qualifications/skills, an MSU-Billings Application Form, Resume, List of Three (3) References including names, addresses and telephone numbers, and Proof of Typing to:

http://www.msubillings.edu/humres/Library%20&%20Testing%20Clerk-Admin%20Assoc... 1/11/2005
5. Position Summary- (list the 3-6 major functions of the position in accomplishing the department's goals and mission.)

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<tr>
<th>Major Functions with expected results</th>
<th>Knowledge, Skills, &amp; Abilities needed for this function</th>
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| **MSU-Billings City College Library and Billings Public Community Library**  
  - Assists students, faculty members and public library patrons with locating information  
  - Checks in and checks out books, journals and book drop  
  - Weeds and shelves  
  - Schedules and ensures coverage for all hours of operation  
  - Troubleshoots problems and assist students and public patrons with questions  
  - Collaborates with Billings Public Library on schedules and collections |  
  - Knowledge of library data bases, internet, workflows, reserves  
  - Demonstrates skills in working effectively with faculty, students and public users and a wide range of constituents  
  - Knowledge of practices and procedures for both libraries  
  - Ability to multi-task and communicate effectively |
| **Testing Center**  
  - Provides educational, professional, and certification computer-based and paper/pencil exam services to students, professionals, and residents of Montana, Wyoming, and surrounding area  
  - Conducts standardized test administration in accordance with testing vendor procedures  
  - Trains and manages multiple certifications to administer tests from multiple vendors  
  - Provides and manages schedules several months in advance to various test vendors  
  - Schedules testing times for customers, inquiries received in person, electronically and/or by phone  
  - Represents Testing Services as point person to the public, providing information about offerings, procedures, fees, etc.  
  - Receives customers checking in for appointments. Customers include students and members of the public of all ages and backgrounds, taking a wide variety of exams  
  - Collects test fees if necessary  
  - Advises customers regarding online registration and fee payment  
  - Instructs customers in appropriate policies and procedures and is responsible for ensuring compliance with test taking regulations. These include obtaining detailed customer registration information, collection of fees, digital photographs and signatures of customers, and secure storage of personal items prohibited within the testing rooms.  
  - Guarantees strict compliance with agency regulations regarding secure handling of test |  
  - Establishes and maintains a comfortable secure, friendly and efficient environment  
  - Ability to exercise sound judgment and make independent decisions  
  - Ability to maintain confidentiality  
  - Ability to work under pressure and respond well to potential conflicts/crises  
  - Ability to learn testing vendor-specific software and/or web applications  
  - Excellent written and verbal communication skills  
  - Excellent telephone and interpersonal skills  
  - Detail orientation  
  - Ability to multi-task and ensure optimal testing experience while managing multiple distractions and interruptions  
  - Maintains and troubleshoots computer and printer equipment  
  - Keeps all testing computers updated adhering to all clients specifications  
  - Maintains certifications with multiple clients  
  - Ensure clients confidentiality and test security  
  - Creates and maintains all testing schedules, ensuring all individual testing contracts are met  
  - Reconciles and reviews all testing |
site passwords.
- Monitors and observes testing rooms, ensuring appropriate conduct of customers, whenever tests are in progress.
- Ensures all tests are properly submitted to the agency for scoring and that all policies and procedures in this regard are appropriately undertaken. Includes instructing customers how to obtain their results, accurately conveying preliminary test results when available, timely transmission of electronic test formats and/or printed materials, and maintenance of customer and test records for tracking results.

Supervision and Training
- Hires, trains, schedules, and supervises student employees at the Circulation and Learning Commons desk to ensure coverage and accurate dissemination of information

Client Invoices and Statements, ensuring accuracy for prompt payment
- Knowledge of organizational structure, supervisory methods and techniques, and a working knowledge of record-keeping practices
- Knowledge of MSU-Billings Library and Billings Public Library policies and procedures
- Proven ability to establish effective working relationships with employees, students, faculty and the general public
- Good public relations skills to include the ability to communicate written and verbally with students, faculty, staff, and the general public

Expansion of Testing Services
- Researches the offerings and protocols of additional testing agencies
- Reads, responds, recommends and forwards potential client contracts/paperwork to Director of Operations for final approval