Position Description – ACE Tutoring Student Manager

**Scope**
The ACE Student Manager (ASM) is responsible for the supervision of student peer consultants/tutors working the ACE space and assists with tutor training. The ASM must demonstrate leadership, be goal oriented, have initiative, and good communication skills.

**Skills Acquired/Developed on The Job:**

1. Develop and improve supervisory skills.
2. Improve organizational skills.
3. Improve communication and public services skills.
4. Learn about library and tutoring resources and operations.
5. Acquire responsibility role skills.

**Qualifications, Hours, and Compensation**
Applicants for this position must demonstrate leadership, responsibility, communication skills, initiative, customer service skills and good job knowledge, specifically,

1. Ability to supervise peers.
2. Ability to learn and follow detailed record keeping procedures and library building policies.
3. Ability to work independently.
4. Ability to work cooperatively with library patrons, co-workers, and staff.
5. Dependability, punctuality, and flexibility.
6. Preferred (not required): one year experience in library circulation or other campus public service position. (Other managerial and related experience will be considered and evaluated.)

Hours worked will be during the following shifts: evenings Monday – Thursday (6:30-10:30pm)—two managers will alternate days

ASM compensation will be $10 per hour.

ACE Managers must be enrolled either as a Transylvania student or as a SLIS student at UK during the semester(s) in which they work. Preference will be given to current Transylvania students. Managers must hold a minimum 2.5 GPA at the time of offer. GPA must be maintained throughout the entire term of employment. Managers must be able to evening and weekend shifts. Failure to meet these requirements will be grounds for dismissal. Exceptions may be made on a case by case basis by the Public Services Librarian.

**Accountability**
The ASM reports directly to the Public Services Librarian.
SPECIFIC RESPONSIBILITIES

*ASMs will receive training for these responsibilities.*

1. Responsible for supervising and directing the student work force for an efficient operation of the ACE. (includes opening and closing of services, etc.)
2. Assist with training and scheduling of student peer consultants/tutors and the monitoring and keeping of records of exceptions (absences or tardiness, etc.)
3. Maintain safety and security of library patrons, collections, and building
4. Assist in the student review process
5. Enforce Library policies and procedures
6. Assist the Library Student Managers with enforcing all safety rules and emergency procedures
7. Prepare tutor timesheets for signing (verify hours, exceptions, etc.)
8. Maintain a presence in the library and ACE space when on duty so that patrons know whom to seek for assistance
9. Assist in development and distribution of employee and patron satisfaction surveys
10. Work 8-10 hours per week
11. Attend scheduled ASM meetings and tutor trainings
12. Help with special events in the ACE as needed (parent’s weekend, Admissions VIP days, etc.)
13. Suggest innovative ideas to improve services in the ACE
14. Collect statistical data about use of the space as directed
15. Intervene/assist as needed when a tutor is dealing with a difficult situation or tutee

In addition, the ACE Student Manager serves as a back-up sub on occasion for the Library Student Manager. To that end, ASMs must also

- Be familiar with the opening and closing operations and procedures according to checklists
- Maintain operational quality and standards
- Report maintenance issues (bathrooms, icy steps, doors, etc.)
- Oversee work study duties to ensure they are being done (shelving, straightening, etc.)
- Communicate with all library and campus staff when issues arise, as appropriate
- Suggest innovative ideas to improve Library public services

DRESS CODE FOR ACE STUDENT MANAGERS

- ASMs must look neat, approachable, and responsible while on duty
- Visible name tag at desk while on duty
- SMILE and nod to acknowledge and welcome library patrons and students seeking tutoring