

JOB DESCRIPTION

Job Title: Learning Commons Support Assistant

Job Title Code: H93

FLSA: Non-Exempt

Salary Range: HB1; 18.81/hour

Reports to: TBD

Dallas College

Since 1965, Dallas College, formerly known as the Dallas County Community College District (DCCCD) has served more than three (3) million students. We are one of the largest community college systems in the state of Texas, which includes seven campus locations around the Dallas/Fort Worth area. We strive to be a leader in the Community College space, placing students at the center of everything we do.

Position Summary

Responsible for providing support to students, faculty, staff, and community patrons by fulfilling desk functions in all Learning Commons areas. Assists students, faculty and community patrons with software and hardware support in the commons, classrooms, and labs.

Required Knowledge, Skills and Abilities

- Ability to provide first-level Learning Commons service support for students, bridging their classroom learning by assisting with the location of learning materials, resources, and equipment.
- Able to respond to requests for general information with a commitment to customer satisfaction, quality, and accuracy.
- Able to effectively provide appropriate referrals to other service areas. Performs related service functions that support department operations.
- Understands the role this position plays within the College's mission and deliver high quality service in the support of student success.
- Demonstrated ability to collaborate and work effectively with both internal and external groups with diverse backgrounds.
- Able to prepare periodic reports, as necessary or requested.
- Strong commitment to providing world-class customer service.
- Proficient interpersonal, oral, and written communication skills.
- Strong attention to detail and accuracy in a fast-paced, constantly changing work environment.



- Demonstrated ability to handle multiple tasks/responsibilities and the ability to prioritize work.
- Sensitivity to respond appropriately to the needs of a diverse population.

Key Responsibilities

Duties and responsibilities include, but are not limited to:

- Assists students, faculty, staff, and community patrons in the Learning Commons (library, tutoring, testing, and technology lab), with academic resources, technology equipment, and library collections.
- Perform regular maintenance (reserves, periodicals, and reference materials) including but not limited to pulling books, processing, and checkouts, searching online catalog.
- Provides high-quality customer service and software support for students, faculty, staff, and community patrons.
- Monitor patron logon and computer lab workflow.
- Performs initial technology troubleshooting and reporting (commons, labs, and classrooms)
- Assists with departmental educational workshops and training for staff, faculty, and students.
- Maintains accurate and complete records for use by department administration.
- Enters, updates, and deletes items into multiple databases.
- Dallas College is implementing a “learning commons” model and philosophy. This job position will adapt to that model over time.
- Represents the department by participating in internal and external committees and associations.
- Performs other related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.

Dallas College is part of an equal opportunity system that provides education and employment opportunities without discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation, gender identity or gender expression. Dallas College complies with the Americans with Disabilities and Veterans Act.



Physical Requirements

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

Minimum Qualifications

- High school diploma or equivalent with two (2) years of experience providing library, technology, testing, tutoring, or customer service.
- Familiarity with the fundamentals of library and educational technology.
- Competence in using computer-based application software, including Microsoft Office applications.

*** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

Preferred Qualifications

- Associates degree. Official transcripts required.
- Experience working with PC/Macintosh hardware and software.
- Experience working within a “learning commons” environment that enables student success by closely partnering with faculty and across student learning services such as library, tutoring, testing, computing, and media.

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