



REFERENCE DESK ASSISTANT
(full-time or part-time opportunities available)

The Organization:

The Georgia Historical Society (GHS) is the premier independent statewide institution responsible for collecting, examining, and teaching Georgia history. GHS houses the oldest and most distinguished collection of materials related exclusively to Georgia history in the nation. To learn more, go to www.georgiahistory.com.

Position Summary:

The Reference Desk Assistant is responsible for assisting with reference requests and scheduling of the GHS library and archives. Responsibilities include helping patrons with locating reference and other information, providing excellent customer service to patrons, and maintenance of reference resources. This position is 20 - 40 hours per week and based in Savannah, GA. Occasional pre-scheduled Saturday hours are required.

Job Duties and Responsibilities Summary (incumbent may perform other duties as assigned)

- Assist with patron use of primary and other collection resources. Offer suggestions to patrons concerning individual research needs. Effectively and courteously help patrons select and locate materials and answer basic to intermediate inquiries. Pull materials and provide guidance to visitors using the GHS collections and ensure the security of the materials. Ensure and enforce proper patron procedures using library and archival materials. Respond to incoming external reference requests in a variety of formats (email, telephone, in-person, and mail) and ensure a timely turn-around response as directed. Assist with reference requests from GHS education and communications staff.
- Contribute to reference related projects which promote accessibility, organization, and maintenance of the collection and library material. Meet established goals, metrics, and deadlines based on patron and institutional needs and management directives.
- Efficiently and accurately uses office and computer equipment (cash register, copier, microfilm machines, scanners, and computers) in conjunction with regular job functions. Responsible for working with others to ensure that library material is shelved daily and materials are kept in order. Assist in record keeping and database management. Log incoming requests, monitor response times, and ensure payment for research requests are paid in full.
- Tally reference statistics. May conduct instructional orientations of Research Center resources to individuals or groups. May participate in outreach activities.

Experience/Skills Required:

Position requires emotional maturity, professionalism, and work ethic in a demanding and fast-paced environment and an employment history that reflects tenure and stability. Comfort working selflessly behind the scenes for the good of the institution.

Knowledge, skills, and abilities: Demonstrated ability to work as a part of a team, to ask questions, to organize and prioritize work, and to act with good judgment. Must follow directives and adhere to policies and procedures. Must maintain good morale and be a self-starter with flexibility and a willingness to get the job done. Excellent writing, editing, and proofing skills, along with excellent problem solving, interpersonal, and communication skills. Must be able to meet deadlines and metrics with attention to detail. Must represent GHS in a professional manner and

be able to work well with diverse groups of people including patrons, board members, donors, volunteers, and staff.

Experience: Minimum of two years of advanced customer service experience. Demonstrated ability to effectively address customer needs and concerns with professionalism and efficiency. Proven track record of maintaining a high level of attention to detail while managing multiple tasks and ensuring accurate and timely support. Skilled in handling inquiries and fostering positive customer relationships to enhance overall patron satisfaction. Proven ability to manage sensitive or high-value materials with discretion, responsibility, and a strong sense of integrity.

Preferred Experience: Experience with a library/archival repository and/or a museum/cultural institution to include knowledge of reference services and resources. Familiarity with genealogy resources, integrated library systems, OCLC, Library of Congress classification and subject headings, and MARC 21 bibliographic records preferred. Knowledge of Georgia history is a plus.

Education: Bachelor's degree in a related field or two years of relevant experience.

Physical Requirements:

Must have the ability to alternate between sitting and standing for extended periods with frequent walking. Will spend a significant amount of the time standing to assist patrons and researchers. Must be able to reach with hands and arms, lift and carry objects up to 50 pounds occasionally, and use hands to manipulate objects including a keyboard/mouse and GHS collection material. Must have good vision and hearing to perform tasks like reading documents and communicating with colleagues, donors, patrons, and the general public in person and over the phone. Must be able to ascend and descend ladders while carrying objects, ascend and descend stairs and work in semi-confined spaces. While performing the duties of this job, the employee may be regularly required to reach, stoop, and kneel to reach materials at various angles and locations occasionally.

To Apply

Send cover letter and resume to:

Reference Desk Assistant

Georgia Historical Society

104 West Gaston Street

Savannah, GA 31401

Fax: 912.651.2831

Email: jobs@georgiahistory.com

No phone calls please