

Tre Hargett, Secretary of State

## State of Tennessee



Division of Human Resources and Organizational Development  
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### **JOB ANNOUNCEMENT**

#### **Library Assistant 3 – PUBLIC SERVICES** **Tennessee Department of State** **The Tennessee State Library and Archives**

##### **Mission**

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

##### **Supervisor: Director of Public Services**

**Summary:** Assists the General Assembly, staff and the public in person, in writing, via email and by telephone by answering reference questions from simple to complex.

##### **Duties/Responsibilities:**

- Demonstrates strong interpersonal skills as a representative of the State Library and Archives and its collections and policies to the public.
- Performs general reference services such as greeting the public, handling routine history and genealogy inquiries, and suggesting research strategies to patrons – in person, by email, online, and over the telephone.
- Assists visitors with use of the Library & Archives collections in print, on microfilm and in online databases.
- Retrieves and files materials.
- Staffs a Public Service desk in the Microfilm Reading Room or Library Reading Room, including a minimum of one Saturday per month.
- Collaborates with staff on a variety of project assignments both large and small, including but not limited to data entry, digital scanning, creating research guides and instructional materials for patrons and staff, and historical research.
- Performs other duties as assigned.

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**Minimum Qualifications**

- Bachelor's degree in English, American History, or related field.
- Experience equivalent to two years of full-time office/clerical or library/archival work of which at least one year must have been in library or archival work.
- Additional post-secondary education may be substituted for the required experience on a year-for-year basis for the required general experience.
- Customer service experience and comfortable with working with the public, including scholars, researchers, genealogists, and the community at large.
- Experience and familiarity with genealogy or Tennessee history desired.

**Knowledge and Abilities**

- Communicates complex information to individuals and small groups.
- Possesses skills in researching print and microfilm sources and websites for the purpose of gathering and collating data for patrons.
- Demonstrates excellent oral and written communication skills.
- Possesses skills in intermediate to advanced computer operations.
- Applies sound analytical thinking to problem solving.

**Salary:** \$2,239.00 per month plus State of Tennessee benefits package.

To apply, please email your letter of interest and resume to Division of Human Resources & Organizational Development, [sos.hr@tn.gov](mailto:sos.hr@tn.gov) by the close of business on Friday, January 12, 2018.