

Working hours: Monday to Friday, 08:00 - 16:30, including evening and Saturday shifts according to a timetable.

Duties:

- Providing client services, which include general enquiries, training clients in navigating the library website and finding items in the library;
- Issuing, renewing and returning library material and other administrative and service delivery duties;
- Documenting delivery tasks, for example supplying books, chapters from books and journal articles, and reserving material for short loan;
- Overall responsibility for client service and the first-level handling and reporting of risk issues during after-hour shifts;
- Detecting and reporting problems regarding software, printers and other IT matters in the computer areas where the Circulation Division is providing support.

Requirements:

- Grade 12;
- Two years' relevant library experience;
- Knowledge of how to search for electronic and printed books, and journal articles;
- Strong client- and service-oriented skills;
- Excellent interpersonal, teamwork and communication skills;
- Good computer proficiency, including sound knowledge of the Windows environment and the Microsoft Office package.

Recommendations:

- Knowledge of the client service environment of an academic library;
- Basic knowledge of the integrated library system, Alma;
- Knowledge of interlibrary loan and document delivery procedures.

Commencement of duties: 1 August 2022 or as soon as possible thereafter

Closing date: 23 May 2022

Enquiries regarding this post: Reinet Faasen on 021 808 3722, or at ReinetF@sun.ac.za

Enquiries regarding remuneration/benefits, as well as technical assistance with the electronic application process: Human Resources Client Services Centre on 021 808 2753, or at sun-e-hr@sun.ac.za

*Stellenbosch University is committed to employment equity (EE), and appointments will be made in line with the EE plan for the specific environment as well as the institutional EE Plan of the University.
Stellenbosch University reserves the right not to make an appointment.*

Your application, comprising a **comprehensive curriculum vitae (including the names and email addresses of at least three referees)**, must reach the University before or on the closing date of the advertised post.

APPLY ONLINE AT <https://www.sun.ac.za/english/careers> BY USING THE APPLY NOW LINK AT THE TOP RIGHT-HAND CORNER OF THE SPECIFIC VACANCY PAGE.

The University reserves the right to investigate qualifications and conduct background checks on all candidates.

Should no feedback be received from the University within four to six weeks of the closing date, kindly accept that your application did not succeed.

Werksure: Maandag tot Vrydag, 08:00 - 16:30, met inbegrip van aand- en Saterdagdienste volgens 'n rooster.

Pligte:

- Lewering van kliëntediens met inbegrip van algemene navrae, die opleiding van kliënte oor hoe om die biblioteekwebblad te gebruik en hoe om items in die Biblioteek te vind;
- Uitreikings, hernuwings en terugbesorgings van biblioteekmateriaal en ander administratiewe en diensleweringpligte;
- Dokumentleweringpligte, byvoorbeeld die verskaffing van boeke, hoofstukke uit boeke en tydskrifartikels, en die reservering van materiaal vir kortstondige lening;
- Oorhoofs verantwoordelik vir kliëntediens en die eerste vlak hantering en rapportering van sekuriteitsaangeleenthede gedurende na-uurse skofte;
- Opsporing en rapportering van probleme ten opsigte van sagteware, drukkers en ander IT sake in die rekenaarareas waar die Afdeling Sirkulasie ondersteuning bied.

Vereistes:

- Graad 12;
- Twee jaar toepaslike biblioteekervaring;
- Kennis van hoe om elektroniese en gedrukte boeke en tydskrifartikels te soek;
- Sterk kliënt- en diensingesteldheid;
- Uitstekende interpersoonlike-, spanwerk- en kommunikasievaardighede;
- Goeie rekenaarvaardigheid, insluitend 'n grondige kennis van die Windows omgewing en die Microsoft Office pakket.

Aanbevelings:

- Kennis van die kliëntediensomgewing in 'n akademiese biblioteek;
- Basiese kennis van die geïntegreerde biblioteekstelsel, Alma;
- Kennis van interbiblioteek- en dokumentleweringprosedures.

Diensaanvaarding: 1 Augustus 2022 of so gou doenlik daarna

Sluitingsdatum: 23 Mei 2022

Navrae rakende die posinhoud: Reinet Faasen by 021 808 3722, of by ReinetF@sun.ac.za
Navrae rakende vergoeding/voordele asook tegniese bystand met die elektroniese aansoekprosedure: Menslike Hulpbronne-kliëntedienssentrum by 021 808 2753, of by sun-e-hr@sun.ac.za

Die Universiteit Stellenbosch is verbind tot diensbillikheid (DB), en aanstellings sal ooreenkomstig die DB-plan vir die betrokke omgewing sowel as die Universiteit se institusionele DB-plan gedoen word.

Die Universiteit Stellenbosch behou die reg voor om nie 'n aanstelling te maak nie.

U aansoek moet vergesel wees van 'n **volledige curriculum vitae (insluitend die name en e-posadres van ten minste drie referente)**, en moet die Universiteit voor of op die sluitingsdatum van die advertensie bereik.

DOEN AANLYN AANSOEK BY <https://www.sun.ac.za/afrikaans/loopbane> DEUR OP DIE APPLY NOW-SKAKEL REGS BO-AAN DIE BLAD VAN DIE SPESIFIEKE VAKATURE TE KLIK.

Die Universiteit behou die reg voor om kwalifikasies na te gaan en agtergrondinligting oor alle kandidate in te win.

Indien u nie binne vier tot ses weke na die sluitingsdatum van hierdie advertensie van die Universiteit verneem nie, aanvaar asseblief dat u aansoek onsuksesvol was.