



## Classification Description

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**Job Title:** Senior Access Services Coordinator

**Pay Grade:** 108

**Job Code:** 4789

**FLSA Status:** Non-Exempt

### **Job Purpose**

The Senior Access Services Coordinator provides leadership and operational oversight for Access Services at an assigned Florida SouthWestern State College campus library. This position plans, coordinates, and supervises daily circulation operations, including the management and evaluation of library paraprofessional staff and student employees. Serving as the primary authority on circulation services for the campus, the Senior Access Services Coordinator contributes to the development, implementation, and administration of policies, procedures, and service initiatives that support consistent, high-quality library operations across the College. Working under the direction of the Assistant Director of Library Services, this role ensures effective staffing, training, scheduling, and customer service delivery while supporting campus librarians, students, faculty, the public, and external partners.

### **General Responsibilities**

#### **Essential Functions**

In collaboration with the Assistant Director, plans, organizes, and directs Access Services operations and activities to meet the related needs of the FSW community.

Provides ongoing evaluation of library paraprofessional staff and student workers at the assigned campus.

Represents FSW on local, state, and regional committees and organizations.

Functions as the primary contact for daily Access Services operations, policies, and procedures for the assigned campus library of Florida SouthWestern State College.

Supervises staff, including Library Assistants and student workers.

Serves as an authority on circulation services, supporting the Assistant Director of Library Services, Librarians, staff, students, the public, and outside agencies.

Coordinates scheduling and workflow within circulation functions.

## SENIOR ACCESS SERVICES COORDINATOR

Trains new library employees in general library procedures and circulation operations.

Assists in developing and implementing circulation service plans, goals, and procedures.

Responsible for maintaining records and compiling surveys and reports.

Supervises work-study and student employees.

Creates and updates student hiring forms and procedures.

Collects questionnaires and resumes from prospective student workers.

Conducts interviews and follows up with prospective workers.

Creates and updates training procedures in Canvas and for in-person sessions.

Coordinates team and individual meetings with students at the Lee Campus, as well as orientation meetings across all FSW campus libraries.

Alerts students to workplace changes and important campus information.

Communicates with the Assistant Director of Library Services and colleagues regarding visits to other campuses.

Creates and facilitates team-building activities and individual tasks for student assistants.

Creates and manages work schedules for library work-study student employees.

Reviews and approves timesheets for work-study student assistants across all campus locations.

Provides customer service leadership, delivering a broad range of library services.

Performs other duties as assigned by the Assistant Director of Library Services.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education.

Four (4) years of full-time, professional work experience in circulation services in a library. An appropriate combination of education and experience may be substituted.

## SENIOR ACCESS SERVICES COORDINATOR

Knowledge of library science, procedures, and practices.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students, and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail-oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze, and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action, and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

SENIOR ACCESS SERVICES COORDINATOR

**Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze, and perform critical thinking skills.

Approved: April 27, 2026.