Job Title: Administrative Assistant

Job Summary: Provides administrative and clerical support. Responsibilities include maintaining, ordering and receiving office and janitorial supplies, and keeping and making records and reports. Works with library staff to develop, organize, and promote special presentations, events and activities. May provide temporary coverage at public service desks on an as needed basis. Work is done under the direction of the director.

Classification: Non-exempt from overtime and/or compensatory time provisions of the Fair Labor Standards Act (FLSA)

Essential Duties

Clerical and Administrative Support
- Provides general support of library functions which may include editing, formatting, sending and tracking library newsletter; updating electronic and print information, dealing with vendors and the public, providing program support, creating spreadsheets, databases and other documents, and other tasks as assigned. For example:
  - Composes, types, proofreads correspondence, reports, promotional materials, etc.
  - Provides clerical support to director, board and committees, including notetaking at meetings when appropriate
  - Initiates requests for building and equipment services
  - Creates and maintains databases and spreadsheets
  - Oversees public use of meeting rooms (exclusive of study rooms) including booking meetings, maintaining calendar, handling paperwork, invoicing, and record keeping
  - Assists in fundraising efforts
  - Prepares bulk mailings
  - Delivers mail to the post office
  - Assists bookkeeper with various tasks such as payroll
  - Does whatever is needed to enhance the overall operation of the Library.

Inventory Control
- Maintains inventory of office and janitorial supplies
- Purchases office and janitorial supplies
- Prepares and tracks purchase orders

Qualifications

Education and Experience
- High School diploma or GED. Associates degree or higher is preferred.
- 1 - 3 years as in an administrative assistant or equivalent position
- Strong writing and editing skills
- Competence in common PC office software suites
Preferred Qualifications

- Skills in database management
- Paid or equivalent experience in a nonprofit setting in a support position

Knowledge, Skills and Abilities

- Knowledge of common office procedures
- Knowledge of basic arithmetic and cash handling
- Skill in the use of appropriate technology and varied computer software, such as Word, Excel, Publisher, etc.
- Skill in proof reading/editing and letter writing
- Ability to plan, organize and follow through multiple assignments independently
- Ability to compile and maintain a variety of records and files and prepare routine reports
- Ability to acquire knowledge of routine library functions and their interrelatedness
- Ability to perform duties with manual dexterity and eye-hand coordination
- Ability to refer customer referrals to appropriate staff member for professional library assistance to appropriate staff member
- Ability to consider new ideas, new concepts, and differing opinions
- Ability to function as a team member of staff and special task forces
- Ability to communicate clearly and concisely orally and in writing
- Ability to follow and carry out written and oral instructions
- Ability to adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles
- Ability to accept and deal with ambiguity and make justifiable decisions in absence of clear cut guidelines or presented with unexpected obstacles
- Ability to acquire and apply new skills
- Ability to demonstrate understanding, courtesy, tact, empathy, concern, enthusiasm and politeness to others
- Ability to effectively deal with people who are difficult, hostile or distressed
- Ability to relate to people from varied backgrounds and situations, including differences in gender, mental capacity, culture, religion and sexual orientation
- Sufficient physical stamina and general and mental health to perform tasks as noted

Job Characteristics

Customer Relations. Primary customers are internal to the organization, including volunteers, advocates, and board members. Position will interact with external customers who are members of the general public, volunteers and those related programming. Work requires:

- Normal standard of courtesy
- Understanding and communicating moderately complex information
- Identifying and resolving routine problems to the satisfaction of customers
- Customer satisfaction is maintained through daily interactions with customers.

Supervision Exercised and Received. Employee does not have responsibility for supervision. Work is performed under the general supervision with little functional guidance. Questionable cases and situations are rarely referred to the supervisor unless a change to policy or procedure is involved.
Complexity. Some work involves non-routine assignments that require new approaches or independent judgment.

Decision-Making Authority and Impact. Staff member consults with supervisor or others before making non-routine decisions and shares responsibility for the decision. Poor or incorrect decisions may cause short delays in getting work done.

Physical Activities. Physical effort requires:
- Full range of body motion to include standing, crouching, turning and twisting, walking, sitting, bending, stooping, squatting, reaching, climbing stairs and balancing
- Reaching with arms extended above the head
- Lifting items from below the knees and above the shoulders of 2 – 10 lbs.
- Pushing and pulling objects
- Corrected vision and hearing to normal ranges for daily activities of living
- Ability to reason and speak intelligibly
- Handling public contact in person and by telephone
- Lifting light materials or boxes of up to 30 pounds
- Maintaining non-strenuous work positions and continual sitting position for at least 60 percent of the time.

Work Environment. Work setting involves:
- Everyday risks and discomforts that require normal safety precautions typical of such places as offices, meeting, libraries, residences or commercial vehicles, e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic laws and signals.
- Some occasional exposure to temperature extremes, some confined areas, and noise, dust, mold and other conditions common to a public library building environment.
- Contact with the general public, including an occasional disruptive customer.