

Job Description

Job title: MPL Administrative Assistant 2

Department: Administrative Services

Exempt: No

Salary grade: G

Reports to: Business Operations Manager

Supervisory responsibilities: No

Essential competencies that apply to all library employees:

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner.
- Work cooperatively with managers and co-workers.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Comply with library policies and operational procedures.
- Show that essential job functions can be performed with little or no supervision.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.
- Comply with safety and security standards; keep workplace safe and clean.

Essential duties:

- Performs work that requires a high level of confidentiality, discretion, accuracy, and attention to detail.
- Performs standard office procedures as directed.
- Establishes priorities and deadlines for work assignments.
- Answers library telephones in a professional and accommodating way.
- Greets visitors to the administration office with kindness and professionalism.
- Conducts daily cash count and prepares bank deposit with one other staff member.
- Serves as back-up for preparing daily mail, accepting and sorting mail and packages and delivering them to appropriate department.
- Schedules room reservations according to library policy.
- Performs scanning, file naming, and electronic file storage.
- Accurately maintains, or assists with maintaining, files for all administrative functions.
- Performs accurate data entry.
- Creates, proofreads, and edits text with advanced proficiency and attention to detail.
- Updates and adds content to the library internal electronic communication tool and library web site.
- Prepares and distributes documents for management and board meetings.
- Creates and maintains directories for library volunteer boards.
- Tracks staff use of secured library credit cards.
- Keeps accurate records and storage systems of building keys; issues keys as requested; ensures keys are returned from employees who resign.
- Accurately records data into donor management system, creates reports, prepares acknowledgement letters for mailing.
- Assists with the inventory process and keeps inventory records.
- Orders and maintains inventory of office supplies for the library.
- Keeps department kitchen and copy machine room organized, clean, and stocked with supplies.
- Ensures all copy machines and the laminator are operational, emails or calls for service and repair, maintains supplies, troubleshoots simple problems, and provides staff training.
- Organizes and arranges staff lunches, meeting refreshments, receptions, community projects and other special events sponsored by administration. For example, this includes, but is not limited to, food drives, library sponsored meetings, and fundraisers.

Job Description

Education and formal training

Required: High school education or equivalent

Preferred: College degree

Experience

Required: A minimum of one year experience in an office environment including a multi-line phone system, one year customer service experience, and one year working with computer software programs.

Preferred: Library experience.

Special knowledge, skills, and abilities:

Required: Ability to operate a PC, Microsoft suite software, and other relevant computer software. Advanced skills in Microsoft Word and Microsoft Excel. Ability to work with web-based software and databases. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, fractions, percentages, ratios, and proportions to practical situations, possession of a valid driver's license, knowledge of modern office procedures and practices. Advanced skills in writing, proofreading, and editing.

Preferred: Knowledge of web site text editing. Ability to manage software databases used for donor records, financial management, and employment records. Knowledge of US Post office regulations, UPS and FedEx procedures.

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Budgetary responsibilities: None

Physical and Environmental Factors

The duties of this job include physical activities such as climbing, reaching, lifting up to 50 pounds, walking, grasping, feeling, fingering, talking, hearing/listening, seeing/observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Must be able to work under pressure and urgent deadlines, manage distractions such as telephone calls and other disturbances and deal with unpleasant social situations such as irate or disturbed individuals. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions and activities.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, scanner, and phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.