

## **ADMINISTRATIVE SUPPORT ASSISTANT (LIBRARY)**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

Under general supervision, to perform a variety of administrative and clerical support functions within the Library, including record keeping, typing, file maintenance, answering phones and responding to the general public; to provide information and assistance to the public regarding policies and procedures; to promote the Library's activities and services via social media and other forms of marketing; and to perform a variety of tasks relative to assigned areas of responsibility.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Perform a variety of administrative support and clerical functions for the Library, including answering a multi-line phone system and routing calls to appropriate personnel as needed; receive and respond to general questions, inquiries and requests from the public; accounts payable and receivable, payroll.

Compile statistics on meeting room usage, program attendance and various other metrics.

Type, proofread and word process a variety of documents and forms as requested, including general correspondence, press releases, invoices and minutes; distribute information as appropriate. Enter work orders into the system for any work that the IT Department or Public Works needs to do at the Library.

Attend staff and Board of Trustee meetings; prepare and compile agenda packets; take and transcribe minutes from meetings and distribute information as appropriate. Add minutes to web page.

Operate a variety of office equipment including copiers, facsimile machine, cash register, vend stations, printers and computers; input and retrieve data; organize and maintain disk storage and filing; basic troubleshooting of the machines; maintaining and ordering machine supplies as needed and calling for repair on machines as needed.

Process purchase orders and invoices: input accurate invoice data and account codes into electronic purchasing system for payment; check monthly statements for accuracy; maintain files for accounts payable and receivable.

Compile payroll information for Library employees. Calculate, review and verify for accuracy all employee time sheets and staff entries in payroll software; enter information into computer for processing by City's Payroll Department. Maintain accurate and detailed payroll records, including filling out personnel change forms.

Receive, sort and distribute incoming and outgoing mail and package deliveries as needed; distribute as appropriate.

Maintain inventory of a variety of forms, office and building supplies for the Library; order and store supplies as needed.

**Administrative Support Assistant (Library) (Continued)**

Maintain Library's revolving fund account; reconcile bank statements, write checks as needed, request reimbursement of the account as needed; balance cash register and vend stations as needed.

Schedule and maintain meeting room calendar in Outlook; maintain meeting room application notebook; answer public and city department inquiries, send out and receive applications; make out invoices and accept payments for room usage; post schedules and instructions for appropriate staff concerning room usage; compile statistics on room usage. Distribute Library equipment as needed, making sure hold harmless agreements are filled out and equipment is returned in good shape.

Maintain electronic lock system for building; set up special programming for doors (ie holidays, workmen or staff); add and delete key cards when needed; assign keys to staff; program all the electronic door locks; change batteries in locks when needed. Maintain key lockbox and records of all keys pertaining to the Library building.

Maintain building repair list; contact appropriate city department or contractor to arrange for repairs or maintenance as needed; maintain light bulb inventory and schedule bulb changes as needed.

Update web page as needed using appropriate software.

Promote the Library's services and activities via social media and other marketing tools. Assist Library staff with marketing their programs by helping to create flyers or other promotional aids when necessary.

Assist Library support groups (i.e. Friends & Foundation of the Camas Library, Second Story Gallery Society) as needed; maintain records of donations, expenses, artists and supporters; enter invoices into the online system for payment, working with CPA when needed; order supplies and prizes for Library programs.

Maintain records for Fort Vancouver Regional Library patron refunds; record patron ID on appropriate form; request reimbursement from City's Finance Department and send refund check with appropriate information to FVRL's accounting department.

Collect and input data of Library events into reader board software for display on electronic outdoor sign.

Clean out Lost & Found on a regular basis; maintain database for lost valuables and turn items over to the Camas Police Department when not claimed.

**AUXILIARY FUNCTION STATEMENTS**

1. Provide assistance in a variety of special projects as assigned.
2. Follow all safety rules and procedures established for work area.
3. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Modern office procedures, methods and computer equipment.

Methods and techniques of proper phone etiquette.

Basic principles and procedures of filing and record keeping.

**Administrative Support Assistant (Library) (Continued)**

English usage, spelling, grammar and punctuation.

Principles of business letter writing and basic report preparation.

Operations and activities of assigned department or program.

Basic mathematical principles.

Library's automation system (SirsiDynix).

Marketing concepts and social media platforms.

**Ability to:**

Perform general clerical work including maintaining files and compiling information for reports.

Maintain confidential records and reports.

Type and/or enter data on a computer at a speed necessary for successful job performance.

Effectively respond to requests and inquiries from the general public.

Learn the Library's automation system. Learn the electronic lock system.

Operate office equipment including computers and supporting word processing applications.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Prepare a variety of reports and correspondence.

Correctly interpret and apply City policies and procedures.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Work independently in the absence of supervision.

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade supplemented by training in applicable computer software, administrative support skills or other specialized area of assignment.

**Experience:**

Two years of clerical or administrative support experience related to area of assignment.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Administrative Support Assistant (Library) (Continued)**

**Environment:** Office environment; exposure to computer screens.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to review written materials.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.