

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Administrative Associate

DEPT.: Human Resources

REPORTS TO: Human Resources Manager

CLASSIFICATION: Non-Exempt

Objective:

Perform a variety of administrative and support services with the Executive Director, Assistant Director and Human Resources Manager. This position involves a wide range of administrative assignments and responsibilities; independent judgment and discretion; and the need for confidentiality resulting from working directly with Library personnel and the Board of Library Trustees. Duties are to be performed in accordance with the policies and procedures of the Library District.

Duties:

1. Provide direct support to the Executive Director, Assistant Director, Human Resources Manager, Trustees, and general support to staff.
2. Create a variety of reports and letters, and take board minutes for the Library and Trustees.
3. Assist in preparation of Board packets on a monthly basis; including preparation and posting of agendas and minutes on the website, gathering newspaper articles of Library activities, and setting up board room for board meetings.
4. Enroll, track, and oversee reimbursement for employee training.
5. Serve as Library's Volunteer Coordinator by recruiting, placing, and orientating volunteers.
6. Provide document management related to Administrative and Board business, including audits, surveys, and updates to the Policy Manual.
7. Assist with planning and implementation of events for staff, volunteers and Friends of the Library.
8. Serve as Staff Committee Liaison.
9. Gather information, compile statistical reports, assist in analyzing statistics and reports, and complete reports for multiple agencies.
10. Assume special projects for Administration and Human Resources Departments.
11. Responsible for outgoing mail including operation of postage machine.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

Equivalent to 2 years of college or a specialized training program.

Experience:

2 years related administrative experience required.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy, and appropriate speed
- Knowledge of and ability to carry out policies and procedures
- Ability to alphabetize correctly
- Ability to accurately retrieve information and materials from files

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to staff needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and the Board
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library

- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, and Publisher)
- Knowledge of, or ability to learn, website content management software, to contribute content to the Library's web sites
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

Legal

Knowledge of, or ability to learn, federal, state and local laws as reflected in library policy.

Supervisory Responsibility:

None.

Contacts:

Internal:

Library staff, Management, and Trustees

External:

Vendors, other libraries and potential applicants and volunteers.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision, and keyboarding ability sufficient to adequately perform the job, ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

Working Conditions:

Work is performed in a typical library environment. Full or part-time position. Requires some weekend and evening work.