

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



Bucks County Free Library Job Description

Job Title: Administrative Assistant
Job Level: Level 4
Department Name: Administration
Reports To: Chief Operating Officer and Chief Executive Officer
Date Prepared: November 2017
Approved By: Chief Executive Officer

POSITION SUMMARY: Provides support services for facilities, information technology, and library branch operations. Uses office productivity software and electronic data entry systems as primary means for processing information and producing reports. Prepares and distributes general correspondence. Maintains records and filing systems. Negotiates purchases. Schedules and coordinates meetings and outside vendor services. Receives, distributes, and responds to library incident reports.

Manages library meeting room bookings. Monitors and responds to inquiries to the library's public e-mail account. Posts information and makes routine edits to the library's website. This is an FLSA exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires an associate's degree in business. Preferred: bachelor's degree.
- At least two years of related experience.
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites.
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check.

SCOPE OF RESPONSIBILITY

Supervisory Responsibility: May guide the work of other staff or volunteers.

Supervision Received: Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.

Customer Satisfaction and Service: Understands and communicates complex information and resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.

Decision Making Impact: A number of work groups, an entire function, or large department or numerous customers.

Communication Type: Interaction requires a great deal of tact, sensitivity and cooperation, facilitating conversations with or providing information to members of the public or staff who may have differences of opinion.

Communication Level: Level of contact is primarily with library users, co-workers, managers, or community representatives.

Complexity: Work is diversified and moderately complicated, requiring judgment to select options and in applying established practices and procedures. Involves regularly making choices about how to address problems.

Budget Responsibility: Tracks a spending budget. Keeps budget records, including cash receipts, and monitors budget expenditures, notifying the appropriate supervisor of problems or issues. Approves and submits time sheets.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates support department projects and activities with staff and outside vendors or stakeholders. Ensures that outcomes are consistent with organizational goals, policies, regulations, procedures, and guidelines.
- Uses office productivity software and electronic data entry systems as primary means for processing information and producing reports.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, and in person.
- Collects, compiles and formats statistical and other reports required by management. Prepares and tracks budgets and grant applications. Reviews reports and information to verify details, monitor work activities, assess performance, and provide feedback.
- Receives, distributes, and responds to library incident reports.
- Manages meeting room approvals and processes payments.
- Monitors and responds to inquiries to the library's public e-mail account.
- Posts information and makes routine edits to the library's website.
- Prepares and distributes general correspondence such as memos, agendas, minutes, reports, and invoices.
- Schedules meetings, interviews, and travel.
- Maintains record keeping and filing systems, such as inventories, purchase orders, access codes, vehicle and equipment repair histories, and contracts.
- Develops specifications for materials, equipment, and supplies. Researches vendors to determine product availability, terms of sales, and comparative pricing. Prepares and processes requisitions or purchase orders for supplies and equipment. Maintains vendor files.
- Tracks budgets for selected contracts, equipment, and supplies. Assists with preparation of budgets.
- Oversees inventory and maintains records of items ordered and received.

- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups. Meets with management team, staff, and others to solicit cooperation and resolve problems.
- Makes decisions and resolves problems regarding areas of responsibility. Analyzes information and evaluates results to choose the best solution.
- Reviews and coordinates project plans with management team, staff, and vendors. Plans for and coordinates project activity.
- Participates in orientation, instruction, and training of selected employees in areas of responsibility and expertise.
- Participates in development of library policies and procedures. Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines in areas of expertise to staff and the public. Consults with senior management regarding the interpretation of policies, regulations, and procedures. Makes recommendations to management for policy and procedural changes.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Serves as a participant or leader of internal or external committees or teams.
- Stays on the forefront of library advances and trends in areas of specialization. Makes recommendations for improvements and implementation of new services.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of administrative and clerical office procedures and systems, such as word processing, spreadsheet, and database programs.
- Knowledge of business and management principles involved in strategic planning, budgeting, resource allocation, human resources, leadership, and coordination of people and resources and their application in solving library operational problems.
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of methods of preparation of budget requests and grant applications.
- Knowledge of personal computer hardware and software and library information systems.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Skill in identifying the implications of new information for both current and future problem-solving and decision-making.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.

- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Selective attention, the ability to concentrate on a task over a period of time without being distracted.

COMPETENCIES

Job Knowledge and Skills: Possesses and applies the required functional and technical knowledge and skills to successfully accomplish work and meet goals in all job areas and work unit functions.

Problem Solving and Decision Making: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions. Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Delegating, Training, and Appraising Work: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions. Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Planning and Project Management: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints. Develops and implements effective project plans and timelines. Functions well as a team leader or member.

Communication: Expresses facts and ideas in a clear, convincing, organized, and timely way. Keeps others informed. Stays informed. Listens well.

Customer Service: Meets and anticipates customer needs. Maintains uncluttered, welcoming spaces.

PHYSICAL DEMANDS:

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>