



## Bucks County Free Library Job Description

**Job Title:** HR and Office Assistant  
**Job Level:** Level 4  
**Department:** Administration  
**Reports To:** Associate Director  
**Date Prepared:** August 2023  
**Approved By:** Chief Executive Officer  
**Date:** November 7, 2023

### POSITION SUMMARY:

As a primary job focus performs administrative and record keeping tasks in support of human resources operations. Performs work across a variety of functions, including general office support, human resources, fundraising, marketing, and financial operations. Uses standard Microsoft office productivity software as well as miscellaneous database software, tools, and applications to produce work, including platforms such as fundraising (Bloomerang), payroll (Paycom), event booking (SignUp Genius, Snap Appointments), intranet (SharePoint), design (Canva), form creation (Adobe Acrobat), and spreadsheet/database (AirTable).

This is an FLSA non-exempt position.

### MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree in business or a related field.
- At least one year of direct experience in an HR role and three years related administrative experience.
- 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.
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Human Resources**

- Performs administrative and record keeping tasks in support of human resources operations.
- Processes, verifies, and maintains personnel documentation, including staffing, recruitment, training, grievances, performance evaluations, and employee leaves of absence.
- Advertises or posts job vacancies and notifies eligible workers of position availability. Manages applicant files, assists with screening candidates, and schedules interviews. Arranges for background checks and conducts employment verifications.
- Prepares materials for onboarding and assists with employee orientation. Explains organizational personnel policies, benefits, and procedures to employees or job applicants.
- Processes paperwork for new employees and enters data into the payroll system.
- Monitors staff schedules, reviews time records, and compiles reports on attendance and hours worked. Communicates with managers and staff about issues.
- Keeps the Associate Director informed of employee concerns. Handles routine concerns as assigned.
- Assists with employee benefit and worker's compensation administration.
- Maintains a library of human resources forms and templates and develops new forms or templates as needed.

### **General Administrative Support**

- Performs work across a variety of functions, including general office support, human resources, fundraising, marketing, and financial operations.
- Provides information and responds to inquiries by phone, e-mail, and in person, handling complaints and concerns when necessary.
- Prepares and distributes correspondence, reports, statistics, and presentations.
- Performs general clerical duties, including data entry, filing, and document management, ensuring accuracy and confidentiality.
- Prepares material for bulk mailings.
- Uses fundraising software to maintain donor records, manage donation information, and produce gift acknowledgements or other donor correspondence.
- Monitors supply inventories and orders supplies. Tracks purchases, verifies accuracy and conditions when shipments arrive, and resolves problems.
- Assists with planning and hosting meetings, training sessions, library programs, and special events.
- Assists with library board meetings, including agenda and meeting materials preparation, board packet compilation, attendance polling, taking minutes, and minutes distribution.
- Operates office machines, such as photocopiers and scanners, voice mail systems, personal computers, printers, and other peripherals.
- Uses standard Microsoft office productivity software as well as miscellaneous database software, tools, and applications to produce work, including platforms such as fundraising (Bloomerang), payroll (Paycom), event booking (SignUp Genius, Snap

Appointments), intranet (SharePoint), design (Canva), form creation (Adobe Acrobat), and spreadsheet/database (AirTable).

## **Administrative**

- Attends and actively participates in meetings and training sessions.
- Serves as a member or leader of committees or project teams.
- Participates in planning for library services.
- Maintains regular and dependable personal attendance and punctuality.
- Assumes other duties and projects as assigned.

## **SCOPE OF RESPONSIBILITY:**

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

**Supervision Received:** Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are routinely referred to a supervisor for assistance and approval.

Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal or external contacts.

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

**Communication Type:** Interaction requires moderate tact and cooperation, such as scheduling or coordinating multiple priorities and responding to questions which require some research to provide the correct answer.

**Communication Level:** Level of contact is primarily with library users, co-workers, colleagues, administrators and department heads, and community representatives.

**Complexity:** Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

**Budget Responsibility:** Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of administrative and clerical office procedures and electronic systems such as database, spreadsheet, and word processing software, including donor management software.
- Knowledge of principles and procedures for personnel management, compensation and benefits, labor relations and collective bargaining agreements, and personnel information systems.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.

- 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.
- 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, listen to, and understand complex information in English.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Selective attention, the ability to concentrate on a task over a period of time without being distracted.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

**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 type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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?

<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SIGNATURE**

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. In addition, I understand that Bucks County Free Library is an employment at-will employer and that the organization or I may terminate the employment relationship at any time with or without cause. Furthermore, I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

The Bucks County Free Library is looking for an organized and motivated person to join our team as Office Support Specialist. In this role you will provide essential support to multiple administrators and functions, including the CEO. Your workday will include general office support, human resources, fundraising, marketing, and financial operations. You will report to the Associate Director, for overall guidance, and work independently with each administrator in their respective specialized areas.

The role entails maintaining strict confidentiality of sensitive information. In addition to general clerical duties, the Office Support Specialist plays a crucial role in human resources by maintaining employee personnel files, managing job postings, and assisting with candidate screening and onboarding. The position involves use of various software and tools in areas like fundraising, marketing, and financial operations.

This dynamic role demands exceptional organizational skills, attention to detail, and the ability to handle multiple tasks efficiently. Expert fluency in office productivity software is a minimum job requirement. The ideal candidate will be proficient in an assortment of various software and enthusiastically learn and master new platforms.