



Bucks County Free Library Job Description

Job Title: Executive Assistant
Job Level: Level 4
Department: Administration
Reports To: Chief Executive Officer
Date Prepared: August 2024
Approved By: Chief Executive Officer

POSITION SUMMARY:

The Executive Assistant plays a critical role in providing high-level administrative support to the Chief Executive Officer and the Administrative team of the Bucks County Free Library. Key responsibilities include proactive problem-solving, seamless management of administrative duties, anticipating needs, and addressing issues independently. The role encompasses efficient calendar management, meeting preparation, creating and distributing presentations, conducting research, organizing events, preparing bulk mailings, recording invoices, providing office support, and preparing other documents as needed. The Executive Assistant also manages confidential information with discretion to ensure smooth operations within the executive office.

A primary duty of this position is to prepare and maintain all paperwork and documentation for the Library Board of Trustees including preparing agendas, preparing the board packet, preparing documents related to the agenda, and attending the Board of Trustees meetings and taking minutes.

This is an FLSA exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree in business or a related field.
- At least two years of direct experience in a public-facing library 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

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides high-level administrative support to the Chief Executive Officer and the Administrative team of the Bucks County Free Library (BCFL)
- Anticipates Chief Executive Officer and the Administrative team needs, proactively addressing issues and independently managing various tasks to ensure smooth and efficient operations within the executive office
- Manages and initiates administrative tasks to alleviate the Chief Executive Officer and the Administrative team, relaying pertinent information and tracking pending matters for efficient follow-up
- Performs and oversees the coordination of complex tasks. Works cooperatively to coordinate projects and activities throughout the organization as assigned by the Chief Executive Officer
- Prepares and maintains all paperwork and documentation for the Library Board of Trustees including preparing agendas, preparing the board packet, preparing documents related to the agenda, and attending the Board of Trustees meetings and taking minutes
- Communicates effectively at a high level. Main liaison and point of contact for the Chief Executive Officer, both internal and externally
- Delivers exceptional customer service and cultivates relationships with BCFL employees, county departments, and community-based partners

- Provides information to internal and external customers by telephone, e-mail, and in person. Responds to or refers complaints and concerns. Takes and delivers messages. Sorts and distributes incoming mail.
- Monitors public email accounts for board and library communications and drafts and delivers appropriate responses and/or referrals.
- Assists with basic accounting functions using accounting software to record, store, and analyze information. Processes invoices and financial reports. Coordinates with Chief Finance Officer on expense-related questions and other support services for operational and logistical needs
- Assists with processing donations received, maintaining donor records, and producing bulk mailings, gift acknowledgements, and other donor correspondence
- Collects statistics and data. Composes, types, proofreads and distributes a variety of documents such as presentations, memos, letters, emails, reports, and publications.
- Updates and revises policies, lists, and charts; maintains the department directory and distribution lists.
- Prepares key documents for signature, comments, decisions, or actions and organizes relevant briefing or background materials for meetings
- Assists in the preparation and review of various materials, including correspondence, reports, presentations (e.g., PowerPoint, Canva, etc.), speeches, and articles for the Chief Executive Officer, ensuring timeliness, appropriateness, and aesthetic quality
- Takes responsibility for coordinating administrative support activities within designated timeframes and according to established procedures, allowing appropriate review time from the Administrative team
- Effectively communicates and actively monitors the status of ongoing work, activities, and procedures and any relevant procedural changes to the Administrative team
- Manages and oversees the calendar, scheduling assorted activities like meetings, appointments, interviews, and workshops. Maintains a tickler file for meeting notices and daily reminders.
- Coordinates, schedules, and assists with departmental activities, meetings, training sessions, library programs and events, and special functions as directed by the Chief Executive Officer, ensuring comprehensive support and organization
- Records, transcribes and distributes meeting agenda, minutes, and follow-up as assigned
- Coordinates travel arrangements, flight reservations, accommodations, conference registrations, or other travel-related plans for the Chief Executive Officer and the Administrative team or other staff
- Efficiently handles appointments, meetings, travel arrangements, independently resolving conflicts.
- Manages office inventory ensuring adequate supplies for departmental activities. Monitors inventory levels, initiates requests and orders for new or replacement supplies, and conducts periodic inventory counts to maintain accuracy and availability for work activities
- Maintains an organized filing system. Appropriately files materials promptly and retrieves filed materials as requested. Maintains paper and electronic files for storing the various information
- Maintains strict confidentiality, handling sensitive documents, communications, and information with the utmost discretion. Ensuring the protection of private information

and disclosing it only to authorized individuals is essential to the integrity and trust required in this role.

- Undertakes special project efforts assigned by the Administrative team
- Uses standard Microsoft office productivity software as well as miscellaneous database software, tools, and applications to produce work, including platforms such as fundraising (Bloomerang), event booking (SignUp Genius), intranet (SharePoint), design (Canva), form creation (Adobe Acrobat), and spreadsheet/database (AirTable).
- Operates office machines, such as photocopiers and scanners, voice mail systems, personal computers, printers, and other peripherals.
- Staffs the library's public service desk as needed.
- Attends and actively participates in meetings and training sessions.
- Maintains regular and dependable personal attendance and punctuality.
- Assumes other duties and projects as assigned.

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 personal computer hardware and software and library information systems.
- 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.
- 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 on-the-job 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.

- Continuous sitting. Continuous repetitive hand motion.
- Frequent standing or walking. Frequent stooping, kneeling, crouching, or crawling.
- Occasional reaching or working overhead. Occasional climbing or balancing.
- Job requires that weight be lifted or force exerted occasionally up to 25 pounds. Never requires more than 100 pounds (force exerted).

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