



ADMINISTRATIVE ASSISTANT

Department: Administration

Reports to: Director

Chain of Command: No

Certifications: n/a

Level: 6

FLSA Status: Non-Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist patrons, trustees, and employees by putting administrative procedures into action.

Essential Functions

Expertise

- I assist in keeping the library running smoothly. I respect the confidentiality required by my duties and responsibilities and exercise a high level of discretion.
- I maintain office files, process communications such as incoming phone calls, postal mail, email, and FAX documents, type letters, reports (including monthly and six-month statistics), and minutes of meetings, order and distribute purchases and maintain purchase order files, and maintain the supply closet. I also routinely proofread documents such as letters, program notices, and library newsletters.
- I support the Board of Trustees by ensuring meetings comply with Open Door legislation and other applicable laws, posting notices for all meetings, preparing and sending agendas and other documents, attending meetings, taking minutes for the Board Secretary, and maintaining records.
- I assist the Director, Assistant Director, and other administrative staff with special projects and initiatives.
- I remain informed about State document retention regulations and communicate key information to appropriate staff.
- I maintain certification as a notary public and provide notary services as needed.
- I schedule and maintain library meeting room requests.
- I process suggestions from the public.
- I assist with new hires by accepting electronic applications for employment, administering pre-employment tests, and keeping applicant files up-to-date and organized.
- When necessary, I assist the public desks by preparing the daily cash count and preparing daily deposits.
- I support the Finance office as needed.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials or services.
- I remain customer focused when aiding patrons or when answering directional or general library questions.
- I communicate well when answering the phone to assist patrons and staff.
- I understand technologies such as the copier, postage machine and the fax machine to give quick and effortless help to our patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Nonessential Functions

- I record answering machine messages as needed and keep them updated.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team, and I help coworkers in my own department and in other departments as I am able.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Proficiency with MS Office applications.
- Aptitude for learning new technology, especially software, and the ability to use it independently.
- Ability to spot basic mathematical and English language usage errors in documents, reports, and marketing materials.
- Excellence as a communicator, with a pleasant and courteous demeanor.

Educations/Experience and any pertinent Certifications

- 2 years of college or equivalent experience.
- 2 years or more relevant experience preferred.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods of time.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.