



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Administrative Specialist (HUM)
Reports To: Benefits Manager
Division: Human Resources

Position Code.: 1010-108
Classification: Non-exempt
Date: 03/2024

JOB SUMMARY:

Under general supervision performs administrative duties and personnel functions for the Human Resources department; greets and directs visitors; creates and maintains computerized data; composes and types a variety of correspondence and documents; maintains files and records; prepares mailings; responds to guest inquiries.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent service to internal and external guests.
- Performs general administrative duties in support of the department.
- Opens and closes Human Resources department, including securing files and office doors.
- Greets visitors to the department, provides information/assistance or directs them to the appropriate party.
- Answers telephones and provides information/assistance or routes caller to the appropriate party.
- Interacts with library staff and the public to handle highly sensitive transactions and confidential matters; performs research and answers technical/specific questions; provides information and resolves routine inquiries; responds to employment verification requests.
- Composes, proofreads, creates, and edits confidential and routine letters, memos, graphs, charts, spreadsheets, fillable forms, or other types of documents and correspondence using various types of software and office equipment.
- Serves as the primary purchasing submitter for the Human Resources and Learning and Development departments.
- Picks-up, opens, and distributes incoming mail and routes outgoing interoffice and US mail according to established schedule.
- Provides information to applicants and potential applicants on position openings and status. Maintains a working knowledge of the department's online applicant tracking system.
- Tracks new hire benefits eligibility and assembles new employee benefits enrollment forms.
- Assists with processing of employee terminations as directed.
- Assists in the preparation and distribution of annual benefits open enrollment packets.
- Reconciles, corrects, and submits benefits bills for payment as directed.
- Maintains employee wellness program database, coordinates program activities, and reports statistics.
- Assists staff with wellness program questions and concerns.
- Creates new employee hard-copy and computerized Human Resources/Payroll files; updates information as needed.
- Assesses and maintains inventory of all departmental equipment and supplies.
- Acts as a liaison between department and libraries to provide each with upcoming information that may impact the other.
- Publishes content on the library's intranet.
- Performs day-to-day activities required to keep the department functioning effectively but are not specifically related to assignment – anticipates needs and acts on them, offers solutions to routine problems, helps coordinate department staff schedules.
- Compiles and submits statistical data for the annual Oklahoma Department of Libraries annual report.
- Maintains confidentiality of all guest interactions and correspondence in compliance with Health Insurance Portability and Accountability Act (HIPAA) standards.
- Maintains confidential medical, benefits, and personnel files in compliance with applicable legal requirements and the library's record retention policy and procedure.
- Maintains confidentiality of all personnel related information, inquiries, and actions not subject to the Oklahoma Open Records Act and releases information only in accordance with open records act procedures, state and federal laws and office practices.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records and the code of professional ethics.

- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations.

INTERACTION:

- Interaction with all levels of library staff and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School diploma or GED; and,
- Two years of office administrative support experience.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience working in the human resources, benefits, medical, or legal field(s).
- Experience using a Human Resource Information System for benefits administration, applicant tracking, and time and attendance.
- Proficient with Adobe® Acrobat Pro, Microsoft® Word, and Microsoft® Excel

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Office administrative and secretarial practices and procedures, such as business letter writing and the operation of standard office equipment.
- Record keeping, report preparation, filing methods and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- All computer applications and hardware related to performance of the essential functions of the job, including Microsoft® Office and Adobe® Acrobat Pro.
- Basic knowledge of library organization, policies, procedures, and equipment.

Skill in:

- Operating and maintaining library equipment, typing proficiently, filing alphabetically and numerically, and performing basic computations.
- Interpersonal skills necessary to effectively interact with customers, internal and external, to give and extricate information in a courteous and friendly manner.
- Providing varied, responsible, and confidential secretarial and office administrative assistance.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures, and protocols.

Mental and Physical Abilities:

- Analytical skills necessary to perform numerical calculations to obtain totals, balances, and verify information from complex forms and transfer to computers or manual reports.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 15 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.