



## METROPOLITAN LIBRARY SYSTEM

### Job Description

<b>Job Title:</b>	<b>Administrative Specialist (OPS)</b>	<b>Position Code.:</b>	<b>1011-108</b>
<b>Reports To:</b>	<b>Executive Assistant</b>	<b>Classification:</b>	<b>Non-exempt</b>
<b>Division:</b>	<b>Administration</b>	<b>Date:</b>	<b>03/2024</b>

#### **JOB SUMMARY:**

Under general supervision performs responsible and complex secretarial, administrative and public contact functions; formats and maintains computerized data; composes and types a variety of correspondence and documents; maintains files and records; answers both internal and external telephone inquiries for the Director and Operations Office.

#### **ESSENTIAL JOB FUNCTIONS:**

- Provides excellent customer service; performs those day-to-day activities that are 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 schedules of office personnel.
- Interacts with the public and people from other departments in person or over the phone to handle highly sensitive transactions and confidential matters. Research and answer technical/specific questions, provide information, or resolve routine complaints and problems. Processes complaints and inquiries received by the administration by preparing and making responses
- Performs general clerical and office duties in support of the department. Answers e-mail, prepares correspondence, answers telephone and take messages.
- Coordinates and works with Deputy Executive Director/Public Services to provide information, resolve problems, and order materials for Extension agencies. Creates and prepares flyers and signage for agencies.
- Take notes at and prepare minutes from meetings; prepare summaries of discussions, recommendations and/or decisions from events, activities, or programs; gather agenda items.
- Composes, proofreads, and edits confidential and routine letters, memos, charts, spreadsheets, reports, minutes, agendas, or other types of documents and correspondence.
- Prepares and distributes meeting minutes; or other types of documents and correspondence using work processor, copy machine and/or typewriter.
- Works with Excel spreadsheets, performing such duties as: in-putting data and creating statistical reports including tables and charts; creating and modifying formulas within spreadsheets, etc.
- Categorizes and maintains manual and/or computerized filing systems; creates tracking systems and forms; enters data, cross-indexes and files documents and books alphabetically, numerically or by other designated classification.
- Schedules appointments, meetings, and/or reservations manually or on computer; with internal and external customers.
- Answers the telephone, screens and routes calls, provides public with general information regarding department services, library services and responds to general public requests.
- Receives and routes mail.
- Assist Deputy Executive Director/Public Services with various special projects, programs or events.
- Organizes and coordinates assigned project logistics and resources to meet all deadlines and maintain quality.
- Types RFPs, Travel Expense Requests and Travel Requests for Reimbursements as needed.
- Perform special assignments as requested, to include conducting surveys, researching and preparing reports and projects, developing and implementing programs.
- Maintains inventory and orders office supplies, equipment, etc. to maintain sufficient inventory for department usage.
- 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 members' records and the code of professional ethics.
- Performs other related duties as assigned.

#### **INTERACTION:**

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

#### **MATERIAL AND EQUIPMENT USED:**

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

### **MINIMUM QUALIFICATIONS REQUIRED:**

#### **Education and Experience:**

- High School diploma or GED; and,
- Two to four years of progressively responsible related experience; or,
- Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

#### **Licenses and Certifications:**

- None

### **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, including a word processor and personal or on-line computer.
- 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.
- Basic knowledge of library organization, policies, procedures and equipment.

#### **Skill in:**

- Typing at a rate of 60 net words per minute from printed copy.
- Operating and maintaining library equipment, to type proficiently and file alphabetically, numerically, and perform basic computations.
- Interpersonal skills necessary to effectively interact with customers, internal and external, in order 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 work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required with minimum direction.
- While performing the essential functions of this job the employee is frequently required to sit, use hands to finger, handle or feel, reach with hands and arms and speak and hear.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 50 pounds.

### **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.

- Occasional evening and weekend work may be required.
- 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.