



METROPOLITAN LIBRARY SYSTEM Job Description

Job Title:	Administrative Specialist (OES)	Position Code:	1013-108
Reports To:	Director of Outreach and Engagement Services	Classification:	Non-Exempt
Division:	Guest Services	Safety-sensitive:	No
		Date:	02/2025

JOB SUMMARY:

Under general supervision performs secretarial, administrative, and public contact functions for the Outreach and Engagement Services department; creates and maintains computerized data; composes and types a variety of correspondence and documents; maintains files and records; prepares mailings; answers both internal and external customer inquiries.

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 staff.
- Interacts with the public and staff in person or over the phone. Performs research and answers technical/specific questions, provides general information regarding department and library services, and resolves routine complaints and problems.
- Performs general clerical and office duties in support of the department. Answers e-mail, prepares correspondence, answers telephone, and takes messages.
- Coordinates and works with Outreach and Engagement Services staff to provide information, resolve problems, and order materials for giveaways and program supplies.
- Takes notes at and prepares minutes from meetings; prepares 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.
- Works with spreadsheet software, performing such duties as: inputting data and creating statistical reports including tables and charts; creating and modifying formulas within spreadsheets, etc.
- Categorizes and maintains 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; maintains department calendars.
- Receives and routes mail.
- Assists Outreach and Engagement Services staff with various special projects, programs, or events.
- Organizes and coordinates assigned project logistics and resources to meet all deadlines and maintain quality.
- Performs work in accounting system including entering Requests to Order, Requests to Pay, Mileage Reimbursement Requests, Travel Expense Requests and Requests for Reimbursement of Travel Expenses, as requested.
- Coordinates with Outreach and Engagement Services staff to provide information for system-wide libraries' packets for community programming, including all paperwork needed for program implementation.
- Performs special assignments as requested, to include assisting with surveys, performing research, and preparing reports and projects.
- Maintains inventory and orders office supplies, equipment, etc. to maintain sufficient inventory for department usage.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives library and personal vehicles on occasion to and from various locations.
- 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 customers' 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 staff and the public.

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

- High School diploma or GED; and,
- Two or more years of customer service, office administrative or secretarial experience.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

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 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.
- Basic budgetary principles and practices.
- 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:

- Operating and maintaining library equipment to type proficiently and file alphabetically, numerically, and perform basic computations.
- Using interpersonal skills necessary to effectively interact with internal staff and customers to give and extricate information in a courteous and friendly manner.
- Providing varied, responsible, and often confidential secretarial and office administrative assistance to an executive and associated staff/board.
- 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:

- Ability to perform analysis 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.
- 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, use hands to finger, handle or feel, reach with hands and arms, speak and hear and lift and/or move up to 50 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, kneel, and lift and/or move more than 50 pounds. Lifting/moving items weighing more than 50 pounds requires use of a lifting device or a team of two or more employees.

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.
- 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.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

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.