



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Administrative Specialist (Operations)	Position Code.:	1130-16
Reports To:	Deputy Executive Director/Operations	Classification:	Non-exempt
Division:	Operations	Date:	09/2019

JOB SUMMARY:

Under general supervision, performs administrative, budgetary and specialized support; formats and maintains computerized data; performing clerical and dispatch duties; maintains files and records; answers internal and external telephone inquiries.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer services.
- Performs activities required to keep the division functioning effectively, anticipates needs and acts on them, offers solutions to routine problems.
- Performs basic data entry and filing tasks for accounts payable and purchase orders, investigates and corrects invoicing problems, works closely with the Business Office to resolve billing issues.
- Responds to emails, prepares written correspondence, answers and transfers telephone calls, and maintains office calendars.
- Interacts with the public and staff from other departments, in-person or over the telephone, to handle transactions, research and answer technical/specific questions, provide information, or resolve routine issues.
- Monitors work orders throughout the day and takes emergency telephone calls from staff, maintenance technicians, and administration. Receives request for service calls or work orders and, working with maintenance supervisors, facilitates the dispatch of maintenance personnel in a timely manner. Follows-up on emergency responses/requests.
- Prepares correspondence related to contractual services/agreements, reviews and edits related documents for accuracy.
- Assists with the quote process for goods and services, inputs cost estimates and justifications for accounting purposes.
- Contacts third-party vendors for services calls, schedules work orders, coordinates maintenance support, as needed, and processes paperwork for services rendered.
- Retrieves information as requested from records, email, and other related documents and provides written summaries of data when needed.
- Receives and distributes packages and mail.
- Maintains filing systems as assigned.
- Compiles budget data as requested.
- Purchases and maintains inventory of office equipment and supplies.
- Provides back-up support for administrative specialists in other departments as assigned.
- Champions the Library's strategic goals and initiatives with the system's mission, vision 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 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 third-party vendors.

MATERIAL AND EQUIPMENT USED:

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

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

- High School diploma or GED; and
- Two to four years of progressively responsible related experience.

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.
- 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.
- General office procedures, policies and practices.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Adapting to changing priorities and needs.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Accurately proofreading copy with accompanying knowledge of grammar, punctuation and spelling.
- Accurately and rapidly entering and retrieving data and information.
- Using mathematics.
- Communicating clearly and effectively, both orally and in writing.

Mental and Physical Abilities:

- Ability to organize and manage administrative workload.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering telephone calls or speaking in-person to individuals requiring assistance.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- 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 10 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.

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.