GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for routine to complex administrative support work. Reports to the Director of Libraries and Information Services.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Provides administrative support to include managing files, calendars, contracts, and travel arrangements. Performs general administrative support work such as word processing, creating spreadsheets, data entry/retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used. Reviews forms, data and other information to ensure accuracy and conformance to established procedures and/or policies; maintains department files. Provides general information on departmental policies, procedures and projects or refers to appropriate staff member, and serves as back-up for answering departmental phone calls.

Performs routine and repetitive administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents. Serves as liaison to Library Board of Trustees and key stakeholder groups to schedule meetings, prepare agendas and meeting materials, and record minutes.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Office Administration** – Knowledge of office systems, practices, procedures and administration.
- **Technology** – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- **Customer Service** – Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
• **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees at all levels and the public. Able to effectively handle inquiries and complaints from or disputes with patrons.

• **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

### REQUIRED ABILITIES

• **Judgment/Decision Making** – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

• **Communication** – Excellent ability to effectively listen and understand directions, information and ideas verbally or in writing. Ability to handle a variety of customer service issues with tact and diplomacy.

• **Accounting** – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions.

### EDUCATION AND EXPERIENCE

**Administrative Assistant I** - Requires a High School Diploma and 1 -2 years of related experience or any equivalent combination of education and experience.

**Administrative Assistant II** - Requires a High School Diploma and 3-4 years of related experience or any equivalent combination of education and experience.

### ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

### PHYSICAL REQUIREMENTS

• Requires the ability to exert light physical effort in sedentary to light work.

• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

• Tasks may involve extended periods of time at keyboard or work station.

### SENSORY REQUIREMENTS

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.

• Some tasks require the ability to communicate orally.

### ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.