GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine administrative duties and is responsible for entering and maintaining patron registration data in the Library’s automation system and for scanning and filing patron registration forms in Laserfiche. Reports to the Office Manager or a Senior Information Services Specialist.

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

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support work in support of the Circulation Desk. Processes returned library materials; retrieves or enters routine data; types, proofreads and edits correspondence; reviews and verifies various reports and maintains reserved library materials and supply inventory.

Answers telephone; ascertains nature of call and refers to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information. Processes incoming and outgoing mail; compiles and records financial deposit and monthly statistical information and establishes and maintains filing systems.

Verifies addresses and census tract information for patron registration using various electronic and print sources. Enters patron registration information into Library’s automation system; scans registration information into Laserfiche for electronic storage; files registrations for electronic storage and retrieval. Edits patron information.

Operates standard office equipment to include computers, copiers, fax, and scanners.

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. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
• **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

**REQUIRED SKILLS**

• **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management.

• **Computer Skills** – Utilizes a personal computer to enter and retrieve information, as well as library software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

**REQUIRED ABILITIES**

• **Communication** – Ability to effectively listen and understand information and ideas being presented verbally and in writing.

• **Time Management** – Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology.

**EDUCATION AND EXPERIENCE**

**Office Assistant I** – Requires a high school diploma or an equivalent combination of education and experience.

**Office Assistant II** – Requires a high school diploma and 1 year of related administrative support experience or an 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.