

Manhattan Public Library Job Description

Job title: Administrative Assistant

Department: Administration

Exempt: No

Salary grade: G

Reports to: Business Manager

Supervisory responsibilities: No

Summary: Serves as the first contact for a diverse population seeking library services. Answers multi-line telephone system. Performs word processing and data entry. Performs basic office functions. Keep accurate records for Manhattan Public Library (MPL), Manhattan Library Association (MLA), and the Manhattan Library Foundation (MLF). Manages and orders supplies.

Mission

Manhattan Public Library enhances quality of life by connecting the community to information and innovation and providing a welcoming, safe, and fun place for all.

Vision

At Manhattan Public Library, we acknowledge the past to inspire a better tomorrow.

Values

Community: Manhattan Public Library is committed to strengthening the Manhattan community through shared experiences and dialogue.

Intellectual Freedom: Manhattan Public Library supports everyone's right to freely access information in order to form their own unique thoughts and opinions.

Inclusion: Manhattan Public Library strives to include all community members in its programs and to reflect the diversity of Manhattan identities in its resource collections.

Hospitality: Manhattan Public Library is dedicated to creating a friendly and welcoming space for all.

Public Service: Manhattan Public Library believes that public libraries are an essential public service, and Library staff are proud to serve the Manhattan community.

Access: Manhattan Public Library strives to make its building, programs, and collections accessible to all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Provides equitable service to all library users.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.

- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties:

- Performs work that requires a high level of confidentiality, discretion, accuracy, and attention to detail.
- Performs standard office procedures as directed.
- Establishes priorities and deadlines for work assignments.
- Answers library telephones in a professional and accommodating way.
- Greets visitors to the administration office with kindness and professionalism.
- Conducts weekly cash count and prepares bank deposit with one other staff member.
- Takes deposits to the bank one to two times a week.
- Serves as back-up for preparing daily mail, accepting and sorting mail and packages and delivering them to appropriate department.
- Schedules room reservations according to library policy.
- Performs scanning, file naming, and electronic file storage.
- Accurately maintains, or assists with maintaining, files for all administrative functions.
- Performs accurate data entry.
- Creates, proofreads, and edits text with advanced proficiency and attention to detail.
- Updates and adds content to the library internal electronic communication tool and library web site.
- Prepares and distributes documents for management and board meetings.
- Creates and maintains directories for library volunteer boards.
- Tracks staff use of secured library credit cards.
- Keeps accurate records and storage systems of building keys; issues keys as requested; ensures keys are returned from employees who resign.
- Accurately records data into donor management system, creates reports, prepares acknowledgement letters for mailing.
- Assists with the inventory process and keeps inventory records.
- Orders and maintains inventory of office supplies for the library.
- Keeps department kitchen and copy machine room organized, clean, and stocked with supplies.
- Ensures the laminator is operational, emails or calls for service and repair, maintains supplies, troubleshoots simple problems, and provides staff training.
- Organizes and arranges staff lunches, meeting refreshments, receptions, community projects and other special events sponsored by administration. For example, this includes, but is not limited to, food drives, library sponsored meetings, and fundraisers.
- Helps the business manager maintain the library van.
- Maintains the safety manuals.
- Keeps weekly inventory and usage of copy paper.
- Helps the business manager with troubleshooting vending machine problems and service calls to the vendor.

Education desired:

- High school education or equivalent.

Experience desired:

- One-year experience in an office environment including a multi-line phone system, one-year customer service experience, and one year working with computer software programs.
- Library experience.

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Knowledge of modern office procedures and practices.
- Ability to operate a PC and relevant computer software.
- Ability to work with web-based software and databases.
- Ability to answer multi-line telephone system.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, fractions, percentages, ratios, and proportions to practical situations.
- Knowledge of web site text editing.
- Ability to manage software databases used for donor records, financial management, and employment records

Physical and mental factors needed to perform the essential functions of the job:

- Move up to 50 pounds.
 - Remain in a stationary position for extended periods of time.
 - Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
 - Operate standard office equipment including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
 - Communicate in order to express oneself and exchange information.
 - Maintain composure when dealing with difficult interactions with people and in difficult situations.
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- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
 - Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERs).
