

Pauline Haass Public Library
JOB DESCRIPTION

Department: Library-wide

Job Title: ADMINISTRATIVE SERVICES MANAGER

Job Title of Supervisor: Library Director

Recognizing that formal job titles and job descriptions cannot define every employment situation nor be comprehensive in every case, and having the intent to provide the employee with the opportunity to expand his work experience while reserving flexibility to the Library to adapt to future needs, and with the aim that this document not be interpreted as restrictive in any way, the following job description is effective as of 4/27/2021.

This description updates and supersedes all previous job descriptions of this position. The Library reserves the right to modify this and every job description in whole or in part at any time. The order of listed items does not reflect their relative importance.

General Position Summary:

The Administrative Services Manager provides support for the Library Director in a variety of tasks related to budgeting, building operations, records management, human resources, general bookkeeping, and purchasing. This key leadership role also collaborates with the Library Director and management team to develop goals and strategies consistent with the Library's mission, strategic plan, and budget, as well as facilitating effective partnerships with outside organizations, vendors and stakeholders. In performing these responsibilities, the Administrative Services Manager demonstrates a strong commitment to confidentiality, excellent customer service and attention to detail.

Qualifications:

- Education: Bachelor's Degree in business administration, finance, or related field. In lieu of degree, equivalent business and finance experience will be considered.
- Experience in office management preferred.
- Experience in a public library preferred.

Job Duties and Responsibilities

1. Does whatever is needed to enhance the overall operation of the Library.
2. Prepares correspondence and reports, including confidential reports relating to personnel records, evaluations, employees discipline and other confidential financial data as assigned by the Library Director.
3. Records minutes, types agendas and related materials for Library Board and staff meetings, and other special meetings as assigned by the Library Director. Types, files and distributes minutes.
4. Maintains and updates Library Board section of website. Maintains records of trustee terms and contact information.
5. Performs bookkeeping functions including: tracking and managing the gifts and donations account for the library; counting and balancing money collected during daily operations; preparing and delivering weekly bank deposits.
6. Checks and verifies invoices and prepares bills for payment according to proper library account categories. Organizes invoices for review by the Library Director prior to their submission to the Library Board for final approval.
7. Receives, sorts, and routes mail to proper departments.
8. Orders materials and supplies.
9. Maintains confidential personnel records including hours and benefits, and prepares periodic reports of same for the Village payroll office and as requested by the Library Director.
10. Anticipates changes to library's open hours due to seasonal schedules or emergency closings and communicates these to employees and customers through appropriate means.
11. Works with IT vendor to troubleshoot and resolve technology related issues.
12. Maintains comprehensive and timely communication with Library Director and other departments.
13. Provides onboarding for new employees in the following: computer login, email accounts, alarm codes, ILS login.

14. Communicates with all library staff regularly, individually and in group meetings.
15. Actively pursues Continuing Education.
16. Keeps informed about new library resources and technologies in order to remain knowledgeable, competent, and confident about newer issues, techniques, and procedures.
17. Develops feasible, realistic solutions to problems, recommends actions designed to prevent problems from occurring.
18. Prioritizes tasks in order to meet assignment deadlines.
19. Participates in Management Team meetings and planning discussions.
20. Runs reports, compile stats, and observes trends in order to adjust schedules and make recommendations to the Management Team or Director.
21. Participates in creating and revising policies for Board approval.
22. Assists the Library Director in budget preparation, reports, policy and procedural matters and confers with the Director as requested on personnel matters within the library.
23. Develops and conducts instructional training for library personnel as requested or approved by the Director to implement policy and long-range objectives.
24. Monitors Director's email, phone and other correspondence in the Director's absence.
25. Performs other duties as assigned by the Library Director.
26. Supports the Library's mission and vision, and upholds the values and priorities of the Library (included at the end of this document).

Knowledge, Skills and Abilities:

1. Considerable ability to perform routine office and clerical tasks with minimum of supervision.
2. Considerable ability to type and enter data into computer accurately.

3. Good knowledge of English grammar, spelling and composition.
4. Good knowledge of filing and of generally accepted bookkeeping and basic accounting practices and procedures.
5. Considerable ability to develop a working understanding of current library record keeping and filing systems.
6. Considerable ability to maintain and hold in confidence information relating to personnel functions of the library.
7. Considerable ability to use software programs (including but not limited to Excel, Word, Adobe Acrobat, Access, and building systems softwares) and manage computerized files.
8. Considerable ability to utilize email for efficient and effective communication, maintaining records in accordance with Open Records Laws.
9. Considerable ability to handle emergency situations in a calm, capable manner.

Physical skills necessary:

1. Sitting, standing, walking, climbing and stooping.
2. Bending/twisting and reaching, including crawling behind or under equipment.
3. Talking and hearing; use of the telephone in an environment that ranges from quiet to very loud.
4. Far vision at 20 feet or further; near vision at 20 inches or less.
5. Lifting and carrying: 30 pounds or less.
6. Handling: picking up and filing.
7. Fine motor: typing, writing, sorting, and processing.
8. Pushing and pulling: objects weighing 80 pounds on wheels.
9. Mobility: travel to meetings outside library.

Library Vision

To cultivate a community of informed and engaged citizens.

Library Mission

We connect people to information, ideas, and one another in a vibrant and welcoming community-responsive environment.

Values and Priorities

Responsive and Purposeful Service Development

- We continually engage with our community both within and outside of our building, to understand the needs and aspirations of all of its citizens. With this information, we thoughtfully plan in order to deliver high quality community-specific services and anticipate future needs.
- We work to provide flexible and plentiful spaces to support the educational, creative, entertainment, collaborative and connection needs of this fast-growing and ever-changing community.

Outstanding User Experience

- We are dedicated to excellence, accuracy, helpfulness, friendliness, and inclusivity.
- We foster a climate that welcomes feedback and promptly responds with improved service.
- We enjoy finding new ways to delight those we serve.

Improvement and Innovation

- We explore trends, develop new methods, and continually evaluate and adapt library services to remain relevant in the lives of our community.
- We celebrate imagination, invention, and inspiration by developing services, collections and programs that encourage discovery and creative endeavors.
- We prioritize and invest in the continuous development of a knowledgeable, innovative, and highly engaged staff.

Open Access and Opportunities for All

- We manage a collection that covers the breadth of changing interests, technologies and formats. Together with our programs, it is focused to appeal to the diverse tastes and needs of our community.
- We provide seamless entry to others' collections, in order to assure access to information for all.
- We extend the library beyond the building, and are committed to collaboration, sharing and giving back.

Responsible Stewardship of the Community's Investment

- We recognize that the library belongs to the people of the community, and our actions honor the public trust.

Intellectual Freedom and Patron Privacy

- We embody the library's status as a cornerstone institution of democracy for an informed public. We do this by providing information and programs that offer a wide variety of viewpoints on a broad range of topics.
- We protect every individual's right to explore information and ideas in a confidential manner.

Communication of Opportunities and Value

- We communicate the value of our services to the community through a variety of media.
- We cultivate relationships with government and municipal organizations; by listening and participating we can be part of larger conversations and respond in ways that add value to people's lives.