

ELYRIA PUBLIC LIBRARY

Inclusion, kindness, and respect infuse every chapter of our story!

JOB TITLE: ADMINISTRATIVE ASSISTANT

Department:		FLSA Status:	Hourly Non-Exempt
Location:	Central	Position Type:	Full-Time
Starting Salary:	\$18.00 Hourly	Hours/Week:	37.5
Supervisor:	Director	Positions Supervised:	

EPL LEADERSHIP MODEL

Model Our Culture and Values - **Coach** for Growth and Development - **Care** Deeply for Your Team

EPL Leadership is about creating an employee experience that inspires passion, taps into purpose, and unlocks the full potential of each member of the team.

JOB SUMMARY:

The Administrative Assistant plays a crucial role in advancing our library's mission by providing clerical support for the Director and the administrative team. This role combines data management, meeting preparation, and administrative support to create engaging experiences for our patrons and the members of our team.

ESSENTIAL DUTIES:

Customer Service:

1. Demonstrate comprehensive knowledge of general library practices and policies, while consistently conveying a positive image of the Library to the public and colleagues.
2. Collaborate and provide support as needed across all library services to ensure the efficient and effective delivery of exceptional library experiences for patrons and staff.

Communication:

3. Exhibit professional and polite communication via phone, email, and mail.
4. Act as the primary point of contact for internal and external clients, providing information and addressing inquiries, and regularly communicating on the director's behalf.
5. Manage sensitive matters with a high level of confidentiality and discretion, especially decisions directly impacting the operations of the Library.
6. Assist the Director in preparing for board meetings, including preparing, assembling, and distributing agendas, preliminary reports, and meeting packets, ensuring attendance at all sessions.
7. Manage the preparation, accuracy, and timely distribution of meeting minutes.
8. Efficiently schedule appointments, meetings, and conference calls, summarizing information as needed.
9. Process incoming and outgoing mail, sorting, categorizing, and distributing it appropriately.
10. Coordinate the assignment and scheduling of administrative projects ensuring timely completion of tasks as directed.

Clerical Support:

11. Provide comprehensive administrative and office support, including handling calls, typing, dictation, spreadsheet creation, faxing, printing, scanning, and maintaining files and contacts.
12. Optimize the Director's time by proactively researching, collecting, and analyzing information for upcoming tasks and decisions.
13. Assist with the onboarding, orientation, and training processes for new hires by coordinating logistics, facilitating paperwork, preparing materials, and providing ongoing support as needed.
14. Provide clerical support to trustees and library partnerships as directed.
15. Oversee the collection, organization, and management of patron engagement statistics, ensuring accurate record-keeping and usage for strategic insights and improvements.
16. Stay current with administrative standards, recommending their adoption and developing efficient procedures for data management.
17. Initiate and manage special projects and initiatives as assigned by the Director.
18. Assist in preparing responses to public records requests.
19. Contribute to the planning of staff events and library-related functions, coordinating services, agendas, and logistics for seamless execution.
20. Perform other duties as assigned.

POSITION QUALIFICATIONS:

Education: High School Diploma or equivalent required
Years of Relevant Experience: Three (3) or more years preferred
Years of Supervisory Experience: Three (3) or more years preferred
A valid driver's license, automobile insurance, and reliable personal transportation is required.

JOB REQUIREMENTS:

1. Skills in data entry, data analysis, and report generation to support office operations.
2. Skill in customer service.
3. Excellent communication and time management skills
4. Strong organizational abilities to maintain digital and physical files and records.
5. Computer proficiency
6. Experience in keeping accurate meeting minutes and maintaining organized records.
7. Welcoming and professional demeanor.
8. Ability to operate both general and role specific equipment and technology used by the Elyria Public Library, with or without accommodation.

WORK CONDITIONS:

1. The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, warehouse, outdoors, and rooftops which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. The noise level in the work environment is usually quiet.
3. Lifting heavy objects [over 50 pounds] and carrying them short distances [50 feet or less] is required.
4. May require working irregular hours, including evenings and weekends.
5. Local travel by personal automobile is required. Occasional overnight travel may be required.

LEADERSHIP COMPETENCIES:

- Model-Coach-Care
- Social & Emotional Intelligence
- Adaptability
- Problem Solving
- Collaboration
- Organizational Awareness
- Effective Communication
- Positive Outlook
- Leadership
- Customer Service

PERFORMANCE METRICS:

- Mentoring & Coaching
- Employee Engagement
- Community Engagement
- Customer Satisfaction
- Patron Awareness
- Innovation & Creativity
- Project Management
- Continuous Education
- Administrative Efficiency
- Compliance

The purpose of this position description is to offer a comprehensive overview of the primary duties and responsibilities typically undertaken by individuals in this role. Employees may be asked to perform job-related tasks beyond those explicitly outlined in this document. Reasonable accommodations will be made for persons with disabilities covered by the American with Disability Act (ADA) in accordance with its requirements.
