



Illinois Heartland Library System

Position Description

Position Title: Administrative Assistant

FLSA: Non-exempt

Location: Various

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 4

Summary:

The Administrative Assistant performs a variety of administrative and clerical duties for the IHLS Operations Department.

Essential Duties & Responsibilities:

- Compose correspondence, documents, forms, and reports; or format, type and/or proof documents, letters, memoranda, reports, publications and other materials from handwritten or draft copy, or verbal direction; as needed.
- Sort and route incoming and outgoing mail.
- Assist in member communication.
- Add, edit, and cancel IHLS events in L2 calendar for IHLS staff and members.
- Assist members with creating and updating their L2 accounts.
- Provide reminders and cancelation notifications to the members about events they have registered for.
- Support the development and implementation of meetings and special events by creating support materials and assuming responsibility for all logistics such as producing name tags, maintaining attendance lists, and sign-in sheets, setting up the facility for hospitality, purchasing required food, doing general clean-up, etc.
- Wright Express Program Coordinator.
- Phone operator for shared responsibility.
- Project coordinator for Operations Department.
- Statistics coordinator.
- Back-up Operations Assistant with administrative duties.
- Assist all Operations Managers and the Operations Director.
- Any duties as necessary.

Supervised by: Operations Director

Supervises: None

Minimum Education and Experience:

- Associate degree in a related field or equivalent work experience in an administrative capacity supporting multiple staff.
- Previous experience as a receptionist or in a role of providing information and guidance to outside clients or customers.

Licenses or Certifications Required:

Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Knowledge of administrative and clerical procedures such as managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Coordinate and develop statistical information for the Operations Team using various spreadsheets.
- Ability to maintain vendor databases.
- Ability to establish & maintain effective working relationships with staff & member libraries.
- Ability to provide timely response to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards staff, member libraries and job duties.
- Knowledge of Microsoft Word, Microsoft Excel, Microsoft Publisher.
- Ability to work independently and prioritize work.

Working Conditions:

Work is usually performed in an office environment. Occasional evening and weekend work required.

Telecommuting:

This position allows for occasional telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Occasionally requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Ability to effectively use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised May 2014