



The Library Network

Libraries Working Together

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Newsletter for the week of July 8, 2019

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 Specialist

DEXTER DISTRICT LIBRARY

Job Description

Position - Administrative Assistant

Description - The Administrative Assistant, under the supervision of the Library Director, will be responsible for general office administration and clerical functions, serves as support for building management, account management, customer service and communications. The Administrative Assistant provides clerical support for Director and Library Board activities.

Rate of Pay / Schedule – Full Time / Scheduled for 40 hours per week / annual salary \$34,000-\$40,000 / Benefits – employee covered medical/prescription insurance, life insurance, short-term disability, retirement plan, sick, vacation and holiday time.

Requirements – Minimum high school diploma with a combination of additional training, schooling and/or experience. Excellent clerical and computer skills are required. An associates or bachelor's degree in business or accounting, previous office administration experience and knowledge of public library services, familiarity with QuickBooks and basic accounting functions are preferred qualities.

Additionally, the Administrative Assistant will possess the ability to:

- communicate effectively in writing, including the ability to compose, edit and proofread, produce and publish high-quality written materials in a variety of formats and media
- use PC applications, including word processing, spreadsheets, databases, calculator, e-mail, Internet, and to organize and use electronic files at a proficient level with experience using Microsoft Office applications
- pay attention to details and produce accurate work
- project an enthusiastic, positive and professional image of the Library
- achieve and maintain cooperative and effective working relationships with the Library Director, Library Trustees, staff, volunteers and members of the public
- set priorities in a changing environment and make decisions in a timely manner
- communicate with vendors and the public both on the phone and in-person in a professional and courteous manner
- handle confidential and sensitive information in an appropriate and secure manner
- organize work under minimal supervision

Essential Duties

The Administrative Assistant will have the following major areas of responsibility:

Administrative Functions: Prepare and distribute Board packets and communications; record Board, Committee and other meeting minutes; work in concert with the payroll and bookkeeping company; maintain library records including personnel and benefits files; act as liaison between staff and benefits providers; provides support for Library data gathering; assist Director with preparation of materials utilized in budgeting and auditing; track Board member terms and expiration dates.

Account Management: Review accounts payable and payroll time sheets; prepare incoming cash and checks for bank deposits; prepare bank transfers; maintain financial documentation; assist with annual audit; retain and manage equipment and contract files; perform daily cash reconciliation; biweekly payroll data entry, ensure complete accuracy of benefit deductions, submit all appropriate filings for Federal and State tax withholdings; mailing checks to vendors and matching of vouchers to invoices in a timely manner.

Communications: Maintain utmost confidentiality in regard to personnel and administrative issues; maintain Board communications and records; maintain verbal and written communications with the highest professional standards; interpret policies for public display of material and use of facilities; process notifications for all gift and memorial contributions.

Office Management: Maintain accurate filing systems; provide support in clerical and data-gathering functions; maintain and update various handbooks; possess the ability to troubleshoot office equipment and resolve minor problems; maintain inventory records; in conjunction with Circulation Supervisor, monitors and orders supplies as necessary; answer telephone calls and have the ability to answer questions or direct calls appropriately; receive visitors at administrative offices; oversee the record retention schedule; maintain staff contact lists; process incoming mail distribution, outgoing mail and related postage issues.

Meeting Room Management: Take reservations from the public; keep both the electronic calendar and paper calendar up-to-date; ensure no conflicts between public reservations and internal/staff use; ensure security deposits are submitted and disposed of properly; ensure meeting rooms have the requested equipment and are set-up on a daily basis; ensure lower level kitchen has adequate supplies for Library functions and meetings; occasionally manage food/catering for specific Library events.

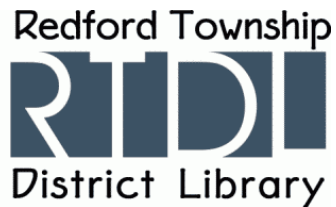
The Administrative Assistant will also possess the physical ability to lift 50 pounds, stamina to perform typical job duties and must be willing to work variable hours.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.

Terms of Employment - The Library Director will determine the schedule. Employment is in good faith and at will. The salary, benefits, and termination of employment are in accordance with Board policy. There is a three-month probationary period.

Evaluation - The Library Director will evaluate performance of this job in accordance with Board Policy.

Cover letters and resumes may be mailed to Dexter District Library, 3255 Alpine St., Dexter, MI 48130. Fax resumes to 734-426-1217 Attn. Paul McCann, Library Director or via e-mail to pmccann@dexter.lib.mi.us



Redford Township District Library invites applications for the position of **Customer Service Specialist**

At Redford Township District Library (Redford, MI) we believe in inspiring ideas, enriching lives, and creating community. With over a quarter-million check-outs annually, RTDL is currently welcoming applications for a part-time Customer Service Specialist. We are looking for someone to join our team who can help us serve the community through great customer service at the most visited desk in the library.

Here's what you'll need to be:

- A team player
- Proficient in working with computers
- Energetic with a passion for providing excellent customer service

This is a 24.5-hour-per-week position which offers paid time off and regularly scheduled for the following hours:

- Tuesday 1:30-8:30
- Wednesday 10:00-5:00
- Friday 10:00-5:00
- Every other Saturday 10:00-5:00
- Plus 4 Sundays (about one every 8 weeks) during school year 12:00-5:00

May be required to work other times as needed.

If you are interested, please read the job description attached and **submit your resume and application at:**

<http://www.redfordlibrary.org/home/employment>

Job Title: Customer Service Specialist**Status: Non-exempt****Starting Wage: \$12.00****Hours: 24.5 hours per week****Supervisor: Circulation Supervisor****Closing Date: Until Filled****Job Summary**

The primary responsibility of this position is to assist the general public with checking out of items, paying fines and obtaining a library card.

Examples of Work

- Staff desk to help patrons with circulation needs.
- Answer phone, take messages and route calls.
- Prepare materials for shelving.
- Assist in closing procedure.
- Perform off-desk clerical duties.
- Carry out goals that align with RTDL's strategic plan.
- Create a positive customer experience.
- Participates in RTDL staff functions and training.
- Other duties as assigned.

Minimum Training and Experience

- High school diploma or equivalent
- Basic computer skills, including Windows environment
- Ability to count money and give accurate change
- Preferred: public library experience, familiarity with circulation process and TLC Carl X ILS.

Other Requirements:

This position requires:

- The ability to analyze and resolve problems, organize tasks, set priorities, achieve goals, maintain records, and facilitate positive relationships with staff and patrons.
- The ability to communicate effectively verbally and in writing with a diverse population, both within and outside of the library.
- The ability to sit or stand for extended periods of time in the performance of the duties associated with this position. Lifting objects weighing up to 50 pounds without assistance is also required. The ability to access, input, and retrieve information from a computer is essential to this position.

This is not intended to be a contract or an all-inclusive list of duties. Employees may be required to perform other duties necessary to meet the on-going needs of the Redford Township District Library.