

Office Manager

Job Description: An employee in this position provides office coordination and logistical support for Library operations such as program assistance, preparing and maintaining files and records, performing routine bookkeeping functions, shipping and receiving, and related work as apparent or assigned. Work involves frequent public contact and is performed in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Work may involve driving a library vehicle. Work may be performed at the county library under the supervision of the Librarian or at the regional headquarters under supervision of the Regional Director.

Job Duties

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.

1. Answers general to complex information queries and complaints in person, by phone, and electronically.
2. Maintains confidentiality and privacy of protected information.
3. Acts as facilities manager.
4. Responsible for controlling access to and distribution of office keys and security access devices.
5. Performs clerical tasks including word processing, data entry, filing, and office mail processing.
6. Prepares reports and statistics.
7. Generates correspondence, memos, and other relevant materials.
8. Processes invoices and prepares bills and supporting documents for payment.
9. Reviews and distributes accounts payable and payroll checks, vouchers and supporting documents.
10. Maintains accurate and up-to-date ledgers.
11. Reviews financial statements.
12. Assists Librarian with monitoring monthly expenditures.
13. Processes daily receipts and deposit all monies received.
14. Manages petty cash funds.
15. Coordinates a variety of meetings and events, notifying participants of time and place, and distributing informational materials as necessary.
16. Coordinates use of library resources and meeting rooms.
17. Coordinates regional courier activities.
18. Responsible for shipping and receiving, including resource sharing with NC-Cardinal members.
19. Maintains work calendar/schedules and emergency data forms.
20. May coordinate work of staff, volunteers, and community services workers.
21. Assists with new-hire orientations, on-boarding, and terminations.
22. Responsible for inventory control and ordering supplies and equipment.
23. Orders library materials for special collections and grant-funded programs.
24. Coordinates annual periodical subscriptions and renewals.
25. Keeps the repair and maintenance records on equipment and vehicles current, and schedules maintenance as needed.
26. Performs minor repairs to equipment.
27. Coordinates use of library vehicles.

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28. Supervises and directs the activities of headquarters cataloging and temporary staff including employee selection, work assignment, performance evaluation, employee development, disciplinary action, and complaint resolution in accordance with Fontana Regional Library personnel policy.
29. May provide circulation assistance to patrons.
30. May assist with planning, delivery, and promotion of programs, activities, and displays.
31. May perform opening and closing procedures.
32. Supports organizational goals and objectives by participating in library system and community collaborations.
33. May be required to perform work assignments concurrently.
34. Responsible for maintaining a safe and secure working environment.
35. Evening and weekend work required.
36. Some travel required.

Qualifications

The qualifications listed below are representative of the competencies and training required to perform this job successfully.

Knowledge, Skills, and Abilities:

1. Thorough knowledge of office practices and procedures.
2. Thorough knowledge of records maintenance techniques.
3. Knowledge of highway safety and vehicle performance.
4. Familiarity with library principles and practices.
5. Familiarity with library circulation, catalog, and Dewey Decimal Classification systems.
6. Ability to plan and organize work, and handle interruptions.
7. Ability to accurately count money.
8. Ability to give attention to detail.
9. Ability to effectively communicate orally and in writing.
10. Ability to effectively work with diverse populations.
11. Possess good interpersonal skills including tact, courtesy, and discretion.
12. Ability to take direction.
13. Ability to use good judgment.
14. Ability to work as a member of a team.
15. Ability to work independently and exercise initiative.
16. Ability to work well under pressure.
17. Ability to use a variety of library equipment and technology.
18. Ability to effectively use various computer applications.
19. Possess a current driver's license valid in the State of North Carolina.

Education and Experience:

1. Associate's Degree or equivalent experience required.
2. Bachelor's Degree preferred.
3. Three years of relevant office experience required.
4. One year of customer service experience required.



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5. One year of financial record keeping experience required.
6. One year of library experience preferred.

Physical and Environmental Conditions

These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.