

University of Memphis
University Libraries Position Description

I. DEPARTMENT: University Libraries

II. POSITION: Administrative Office Associate

III. CLASSIFICATION: Office Associate

IV. NAME OF INCUMBENT: Vacant **V. POSITION NO.** 003216

VI. JOB PURPOSE:

This position is one member of the team that provides administrative and clerical support in the Administrative Office of the University Libraries. They contribute to the overall efforts of the Administrative team to provide excellent customer service to both internal and external customers. They provide administrative support for the Administrative Associate II. They will work closely with the designated individuals(s) to address their administrative needs; however, they will also have responsibilities that address needs of the overall organization. They will be cross trained in other responsibility areas in order to be able to fill-in for other Administrative Office staff during their absences or during periods of heavy workloads.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

1. Provide administrative and clerical support to the Administrative Associate II.

1. This position reports to and takes primary direction from the Administrative Associate II.
2. Prepares correspondence, reports, bulletins, and memoranda as assigned.
3. Proofreads reports, letters, and other materials for accuracy as needed.
4. Coordinates the ordering of business cards, forms, and stationery as needed by individuals or departments.
5. Maintains the bulletin board in the Libraries' rotunda.
6. Assists with the management of the Executive Director's calendar and manages necessary schedule adjustments in the absence of the Administrative Associate II.
7. Oversees transfer of dated records to storage and/or shredding of sensitive materials in keeping with established records retention policies.
8. Oversees the opening and closing of the Administrative Office.

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2. Provides general clerical and administrative support for the Libraries' Mail Room.

1. Serves as the backup for the Mail Room Clerk.
2. Accepts deliveries in the absence of the Senior Facilities Coordinator and Mail Clerk.
3. Distributes mail and assists with Receiving Room functions in the absence of the Mail Room Clerk.

3. Provides general clerical and administrative support for the Administrative Office.

1. Sends and receives faxes; assists with emails, and/ or other correspondence as needed.
2. Assists with running errands, distributing incoming mail and faxes.
3. Replenishes paper or ink in office copiers, printers, fax machines, or similar devices and promptly reports problems or breakdowns.
4. Assists with meeting room preparation and support as needed: preparing refreshments, preparing meeting materials, and ensuring room set-up and/or clean-up when needed for meetings in the rooms scheduled by the Administrative Office.
5. Assists library users with resolving problems with networked copying/ printing system in use in for the public access machines.
6. Receives cross-training in order to serve as backup for other Administrative Office staff members in their absence or when workloads spike.
7. Assists with supervising student workers as needed.
8. Assists Community Relations Coordinator with planning and implementing Libraries' events/workshops and special projects.

4. Works closely with the Administrative Associate I and Community Relations Coordinator to assist with producing media and promotional materials and provide technical equipment setup for events/workshops in the Libraries.

1. Maintains current training on the necessary software to assist with producing media and promotional materials for events.
2. Maintains current training on the setup of technical equipment including cameras, laptops and microphones for events/workshops in the Libraries.
3. Ensures that all technical equipment housed in the Administrative Office is organized and in working order.

5. Orders supplies for the University Libraries.

1. Attends TigerBuy training.
2. Communicates with Libraries' Departments on their supply needs.
3. Places orders in the TigerBuy system.
4. Distributes supplies to Libraries' Departments.

6. Performs other duties as assigned

1. Serves on library and/or University committees or task forces as appropriate.
2. Assumes other duties as assigned to ensure the efficient operation of the libraries administrative office.
3. Participates in library-wide projects as needed.

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VIII. DIRECTION RECEIVED

Reports to the Administrative Associate II

IX. DIRECTIONS GIVEN

May supervise student assistants, as needed. May assist with training of other staff.
May be designated team leader for certain projects.

X. JOB SPECIFICATIONS

Requires two years of college and at least 2 years of administrative support experience.
Computer experience with proficiency in various office production software such as word processing, spreadsheet, and database management.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5-hour workweek. The primary work schedule for this position is Monday through Friday, 8:00 a.m. to 4:30 p.m.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Knowledge of current office practices, procedures, and protocols
2. Knowledge of formats and practices for preparing business letters, reports, and other documents.
3. Knowledge of standard filing and record keeping procedures.
4. Ability to maintain confidentiality in all areas of work.
5. Good organizational skills.
6. Experience using a computer in a work setting using word processing, spreadsheets, electronic calendars, and other standard office production software.
7. Ability to understand and follow instructions whether given verbally, electronically, or in writing.
8. Ability to communicate effectively both orally and in writing.
9. Ability to work on multiple tasks simultaneously and achieve good results.
10. Ability to prioritize work and meet deadlines.
11. Good attention to details with a high degree of accuracy.
12. Ability to supervise the work of others.
13. Ability to work effectively with highly diverse groups of employees, students, and the public.
14. Ability to exercise flexibility, initiative, and mature judgment
15. Must be a self-starter able to work independently or as a team member to achieve collective goals.
16. Must be able to maintain a congenial disposition while demonstrating a strong commitment to high quality customer service.
17. Ability to keep up-to-speed in a face-paced office environment with many different things going on simultaneously.
18. Must be dependable and able to be at work on time and in a consistent manner.

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XIII. WORKING CONDITIONS

This position functions in an office environment within a technologically oriented academic research library where the Administrative Office provides service and support for the entire organization. Position has an extensive public service component requiring regular interaction with the general public as well as with the faculty and staff of the University Libraries. Requires ease with face-to-face, telephone, and online communications. Position requires some standing, walking, bending, and reaching. Incumbent must be able to bend, stoop, and lift up to 20 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks weighing up to 300 lbs., when full. Might be required to climb on step ladders and reach overhead. Position requires vision that will support close detailed work and hearing that will support telephone and online communications.

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