

University of Memphis

University Libraries Position Description

I. DEPARTMENT: University Libraries

II. POSITION: Departmental Support Associate

III. CLASSIFICATION: Office Associate

IV. NAME OF INCUMBENT: Vacant V. POSITION NO. 1110

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. S/he contributes to the overall efforts of the Administrative team to provide excellent customer service to both internal and external customers. S/he has primary responsibility for administratively supporting the heads of the various departments throughout the University Libraries. S/he also provides administrative support for the Office Manager and the Associate Den. S/he will work closely with the designated individuals(s) to address their administrative needs; however, s/he will also have responsibilities that address needs of the overall organization. S/he will also 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.

VII. DUTIES AND RESPONSIBILITIES

A. Provides administrative and clerical assistance for the various Department Heads throughout University Libraries.

1. Prepares correspondence, reports, bulletins, memoranda, and other documents as needed.
2. Schedules and coordinates meetings, workshops, and/or training sessions, as needed.
3. Proofreads reports, letters, and other materials for accuracy.
4. Photocopies, collates, and assembles printed or duplicated materials for distribution at meetings.
5. Processes professional development funding requests and claims for faculty and staff within the departments.
6. Assists department heads with preparation of PowerPoint presentations or other presentation materials.
7. Collects and compiles statistical data provided by Libraries' Department Heads.
8. Coordinates the ordering of business cards, forms, and stationery as needed by individuals or departments.

B. Provides administrative and clerical support to the Administrative Office Manager.

1. Prepares correspondence, reports, bulletins, and memoranda as assigned.
2. Proofreads reports, letters, and other materials for accuracy as needed.
3. Gathers and compiles relevant statistics, maintains reports and records.

University of Memphis

University Libraries Position Description

4. Assists with managing the Administrative Office's document filing and retrieval systems.
 5. Assists with managing the document retention and disposition plans of the Administrative Office.
- C. Provides clerical and administrative support for the Associate Dean of University Libraries.
1. Assists with the management of the Associate Dean's calendar and manages necessary schedule adjustments.
 2. Prepares correspondence, reports, bulletins, and memoranda as assigned.
 3. Proofreads reports, letters, and other printed materials for accuracy.
 4. Manages Copy Center accounts, billing, and authorizations.
 5. Receives and distributes monthly telephone charges for verification and filing.
 6. Gathers and compiles library statistics, maintains reports and records.
 7. Receives and deposits check payments for all departments of the Libraries.
 8. Oversees transfer of dated records to storage and/or shredding of sensitive materials in keeping with established records retention policies.
 9. Assists with planning and implementing activities related to planning, organizational development, and assessment.
 10. Assists with preparation of reports and other documents related to planning, organizational development, and assessment.
- D. Provides general clerical and administrative support for the Libraries' Administrative Office.
1. Relieves front desk staff for breaks, meetings, etc. as needed.
 2. Sends and receives faxes; assists with emails, and/ or other correspondence as needed.
 3. Assists with running errands, distributing incoming mail and faxes.
 4. Replenishes paper or ink in office copiers, printers, fax machines, or similar devices and promptly reports problems or breakdowns.
 5. Assists with covering the Receiving Room functions when needed including accepting deliveries or mail when regular Receiving Room staff is not available.
 6. 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.
 7. Assists library users with resolving problems with networked copying/ printing system in use in for the public access machines
 8. Receives cross-training in order to serve as backup for other Administrative Office staff members in their absence or when workloads spike.
 9. Receives and processes reservation requests, using appropriate online scheduling software, for the meeting rooms and other spaces scheduled through the Administrative Office.
 10. Assists with undertaking large mailings and distributions including electronic distributions.
 11. Assists with supervising student workers as needed.

University of Memphis
University Libraries Position Description

- E. 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.
- VIII. DIRECTION RECEIVED
Reports to the Administrative Office Manager (Administrative Associate); however, individual work is supervised by the individual who gives the assignment
- IX. DIRECTION 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. Type 45 wpm; 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.

University of Memphis

University Libraries Position Description

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

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.