

## CITY OF IOWA CITY - Job Description

Job Class #06-05

FLSA Non Exempt  
Non Civil Service

### Identification

**Position Title:** Library Assistant I  
**Job Title:** Business Office Assistant  
**Department:** Administration/Adult Services  
**Division:** Library  
**Immediate Supervisor:** Administrative Coordinator

### Job Summary

Under general direction, provides general support for administrative staff. Serves as Administrative Offices receptionist. Prepares library bills. Maintains administration databases that perform personnel, accounting, and other functions. Works in the Switchboard rotation answering basic reference questions and transactional questions relating to patron accounts, the circulation of materials, and general library services. Refers other communications to appropriate library staff or other sources. Includes rotating weekend and holiday shifts.

### Essential Job Duties and Responsibilities

**Provides** support to Administrative Coordinator and Library Director.

**Performs** administrative office routines; **answers** telephone; **acts** as receptionist for the administrative offices; **orders** supplies.

**Prepares** minutes for monthly All Staff Meetings.

**Prepares** and **maintains** vouchers for all library purchases except materials.

**Enters** non library material expenditures into MUNIS Accounts Payable module.

**Uses** MUNIS vendor and contract modules.

**Runs** reports in MUNIS.

**Prepares** a deposit of receivables and **maintains** records of deposit.

**Reconciles** and **maintains** records for credit card and online transactions and statements.

**Communicates** with library and City of Iowa City staff to maintain financial records.

**Trains** and **supports** Business Office Aides.

**Compiles, prepares** and **maintains** statistical data and other information for library records and

reports used by internal and external customers.

**Maintains** the Standing Meeting Calendar, Staff Roster, internal phone list and other assigned rosters.

**Answers** routine questions and **provides** information about library procedures and regulations to staff and public.

**Maintains** office files, assigned Intranet information and assists with library archives.

**Assists** the Administrative Coordinator in **preparing** policies, **updating** departmental and employee manuals, **issuing** proximity cards and other duties as assigned.

**Ensures** privacy by **working** discreetly with confidential and sensitive information.

**Maintains** paperwork and record keeping for outside printing.

**Maintains** Boardroom, Standing Meetings, All Staff Meeting, and other calendars.

**Communicates** with vendors and **arranges** for repair technicians for the mail machine.

**Answers** all incoming calls to the Library Switchboard and **answers** callers' questions or **transfers** calls to other staff.

Simultaneously **monitors** and **handles** incoming phone calls, email and chat questions.

**Provides** general information about the Library to the public.

**Communicates** and **interprets** library policies with emphasis on procedures and policies related to the circulation of materials.

**Renews** library materials, **places** and **cancels** holds, **performs** searches in catalog, **registers** patrons for classes and **books** meeting rooms.

**Answers** basic reference questions **using** online sources and a small ready-reference collection.

**Identifies** and **refers** complex questions to appropriate service desk or staff member.

**Works** on other library tasks as time and interruptions allow.

**Works** in Switchboard weekend and holiday rotations.

**Implements** established policies and procedures regarding the safety and security of patrons and fellow staff members.

Consistently **presents** the Iowa City Public Library and its collections, programs, and services in a positive manner and **adheres** to customer services procedures and guidelines as established by the library.

**Conducts** self in a manner which **promotes** and **supports** diversity and inclusivity in the

community.

**Performs** other related duties as assigned.

### **Physical and Environmental Conditions**

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk and hear. The employee frequently is required to walk, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. This position must have the ability to apply up to 30 pounds of force to move or push a book cart. Specific vision abilities required by this job include close vision, color vision and depth perception. The noise level in the work environment is usually moderate.

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Minimum Education, Experience & Certification**

Associate degree in business or a related field from an educational institution accredited by a DOE recognized accreditation body required. One year of office experience required. Working knowledge of Microsoft Word and Microsoft Excel required. Experience working with the public required. Must pass criminal background check.

### **Preferred Education, Experience & Certification**

Bachelor's degree from an educational institution accredited by a DOE recognized accreditation body preferred. Two years of progressively responsible clerical/secretarial experience preferred. Data entry experience preferred. Library experience preferred.

### **Knowledge, Skills and Abilities**

Knowledge of library functions, organization and policies. Knowledge of general personnel, budgeting, and purchasing procedures. Knowledge of Microsoft Office Suite. Knowledge of basic accounting and filing systems. Skill in working with the public, including assisting with customer complaints and general customer service issues. Skill with integrated library system software, library catalog, and Event Manager. Skill using online information resources and ready-reference materials. Skill in data entry and data retrieval in computer systems. Ability to create spreadsheets, documents, enter data, and run reports. Ability to prioritize tasks. Ability to communicate effectively over the telephone, in writing, in person, and online. Ability to maintain good relations with library staff, volunteers, other City departments, vendors, library support groups, and the general public. Ability to understand, interpret, communicate, and follow library policies and procedures. Ability to work in a team environment to deliver library services. Ability to consistently deliver excellent customer service. Ability to engage and serve the public in a positive manner; Ability to work in an innovative and fast-paced public service environment.

*The above statements are intended to describe the general nature and level of work being performed by*

*individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.*