

English-language Library in Angers

Position Description

Job Title: Bilingual Library Administrative Assistant
Contract: from January 4th, 2022 until when the pass sanitaire is no longer required.

30 hours per week,
Monthly salary: 1625.- brut
Reports To: Director and Library Chair

Summary

The Bilingual Library Administrative Assistant oversees the process of checking materials in and out of the library. She or he must be able to navigate through the library's circulation software to find materials for patrons and be able to access the various features of the software, such as fines, inventory and patron lists. Knowledge of the library's holdings is crucial to the success of a circulation manager, because this person often directs patrons to the materials they are requesting. It is the responsibility of the circulation manager to provide statistical data regarding library usage to supervisors.

Skills - The circulation manager must be able to communicate well, both orally and in writing, with patrons and library staff. As part of the library team, this requires the person to take initiative and think independently to quickly resolve problems.

Essential Duties and Responsibilities:

The following list is representative of the typical duties and responsibilities performed. The employee's actual duties and responsibilities may vary slightly depending on needs and programs offered by the library.

Responsibilities

Library work:

- Checks out books and other library holdings at the circulation desk
- Checks incoming library materials using an automated circulation system and inspects them for damages.
- Performs routine library computer functions.
- Has a working knowledge of the collections.
- Has the capacity to recommend and assist patrons to find books and information.
- Assists in assuring accurate library shelving by shelf-reading and reshelving of materials, as needed.
- Performs related work as required.

Administrative Support:

- Facilitates the smooth operation of administrative tasks

- May be asked to maintain liaison with Board members (emails, phone calls, letters), produces Board documents (convocations, proxies, Rapport moral), provides support for Board meetings in necessary, provides clerical support, monitors members' terms in agreement with director
- Provides support to the Director as assigned, including clerical support for committees and teams, preparing and processing correspondence and reports, updating policies and procedures, document production, calendar support, and assistance in research
- Screens and refers callers and visitors
- Opens and sorts incoming correspondence and other packages
- Researches and gathers statistics and other information as needed
- Assists in the planning and preparation of agendas, minutes and materials for staff and other meetings
- Produces a variety of materials, including correspondence, reports, letters, memoranda, updates to policy, technical and procedural manuals, and worksheets and tables
- Makes copies and collates materials
- Arranges appointments and meeting schedules
- Maintains the general filing system and files all correspondence as assigned
- Provides detailed responses to information requests about ongoing programs, services and activities

Public Relations Assistance:

- Assists with marketing activities that promote library programs and activities
- Generates internal posters and bookmarks for library programs and activities
- Maintains the website calendar of library programs and activities
- Assists with sharing library programs and activities with various community calendars and publications, both online and print versions
- Assists with folding/cutting/disseminating printed promotional materials
- Provides writing/editing/proofreading assistance for a variety of library promotional materials, documents and projects

Human Resources Assistance:

- Liaise with interns
- Creates and maintains personnel files
- Assists with the creation and advertisement of job postings
- Assists with reviewing applications against minimum requirements
- Assists with job search and interview processes
- Assists with producing training materials
- Assists with creating and posting volunteer opportunities
- Assists with activities that recognize and celebrate employee achievements and service milestones
- Maintains staff contact and emergency notification lists and ensures that emergency contact information is updated

Office Management:

- Establishes and maintains records and files

Facilities/Equipment Oversight:

- Troubleshoots and trains others on the use of various office equipment
- Communicates as directed with vendors (cleaning and repair) to arrange for service as needed
- Updates facilities documents as needed

Public Services Support:

- Answers all incoming calls and handles caller's inquiries; investigates and escalates customer inquiries including handling public service concerns or referring to appropriate staff
- Maintains program statistics
- Schedules and maintains meeting room calendar and associated files
- Assists with the preparation of materials for programs and events

Special Projects and System Support:

- Completes special projects and other duties as assigned
- Creates and maintains annual system calendar
- Assists the Director and other staff as requested
- Participates in meetings, teams/committees/workgroups, outreach activities, and training opportunities, as appropriate

Required Knowledge, Skills, and Abilities:

- Thorough knowledge of and experience with established office management and secretarial practices, policies and procedures
- Effective written and verbal communication skills; excellent interpersonal skills; ability to work courteously, effectively, confidentially and tactfully with patrons, Trustees, outside organizations and groups, staff, and volunteers especially in relation to matters of major policy or managerial concern
- Ability to operate relevant computer systems including hardware and software, such as word processing and spreadsheet software, email, internet navigation, scheduling software and standard office equipment
- Knowledge of procedures used in preparing and distributing publicity and public information material
- Ability to prepare, process, and proofread a variety of correspondence, reports, memorandum, etc., as directed
- Skill to use office automation and software applications to create a wide variety of public relations material
- Knowledge of the objectives, programs, services, personnel, and political and community environment of the Library
- Ability to establish and maintain effective working relationships and be committed to excellent internal and external customer service
- Ability to work day, evening, and weekend hours for special programs

To apply:

Email to phoebe@ellia.org