

Friends of the Fresno County Public Library
Administrative Assistant

- Part-time with potential to become full-time
- Anticipated salary range: \$22 - 27/hr with accrued sick leave
- Applications accepted until position is filled

Friends of the Fresno County Public Library Organizational Description

The Friends of the Fresno County Library was formed in 1980 to serve as a link between the Library and the community and to raise funds for special projects. Over the last 40 years, several groups have come together to support individual Library branches and formed Branch Friends boards. Since the passage of several meaningful tax measures, library usage has soared, circulation has doubled and participation in library programs for all ages has increased dramatically.

Overview

Under the general supervision of the County Board officers, the Administrative Assistant will play a critical role in supporting county and branch Friends' office, membership, and marketing efforts to promote and support meetings, events, programs, and services. The incumbent will interact on a regular basis with county and branch board members, as well as 3rd party vendors and the public. The Administrative Assistant must be self-motivated with a proven ability to multitask and adapt to the changing needs of the Board and the public. Work is performed under general direction, requiring considerable self-motivation, innovation, judgment, and discretion.

Education and Experience

- High school diploma/GED, technical/vocational program, or equivalent
- Two years demonstrated experience in office support utilizing computer software and social media
- Strong experience and proficiency in the use of office software packages (i.e., Microsoft Office—Word, Excel, Access)
- Basic understanding of internet technologies

Preferred experience:

- Library experience, utilizing general knowledge of the workings of the library
- Minimal QuickBooks / PayPal / AR/AP
- Membership Database Management
- WordPress website maintenance
- MailChimp email platform
- Social media strategy
- Google docs or other cloud-based document sharing/collaboration software
- Coordinating meetings/documents

Key qualifications

- Communicates effectively verbally and in writing
- Understands and follows written and oral instructions
- Ability to prioritize and organize tasks and projects including handling multiple priorities.
- Operates a computer and uses standard business software
- Ability to manage the content strategy and execution of the FOL website and social media platforms in conjunction with members of the FOL Board.
- Ability to create original content and post to applicable social media platforms in order to increase awareness of the FOL and Fresno County Library system
- Represents the organization effectively to Library staff and the public
- Exercises tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations
- Establishes and maintains effective working relationships with all those encountered in the course of work
- Travels to locations other than the assigned work site
- Flexibility to work schedule changes and requirements to work varying hours
- Types accurately

Essential Functions and Duties**Administrative Support:**

- Works independently and performs routine to complex administrative support for the Friends of the Library Board utilizing general knowledge of the workings of the Library
- Performs data entry, tracking, and reporting processes
- Performs scheduling of meetings and events
- Coordinates event logistics
- Prepares and distributes agendas and supporting documents
- Takes and transcribes meeting minutes
- May track completion of action items
- Performs related duties as assigned

Office Reception:

- Performs reception duties
- Answers, screens, and refers telephone calls and visitors
- Resolves escalated questions and concerns from Library staff, Friends of the Library volunteers, vendors, and the public regarding FOL programs and services
- Orders and replenishes an inventory of office materials and supplies.

Membership Management and Record Keeping:

- Manages membership database using Microsoft Office Suite and Quickbooks
- Maintains a variety of standard office and specialized records and files

- Creates and maintains spreadsheets and databases to track files, projects, activities, and services
- Extracts data and reports from multiple data sources and reconciles data entries
- Receives and inputs a variety of information into computer systems
- Researches and verifies accuracy of information with third parties
- Provides support to Accounting Vendors via scanning and emailing of documents
- Prepares bank deposits, makes the deposit and provides information to the Accounting Vendor as instructed.

Clerical:

- Drafts, formats, types, proofreads, edits, and prints correspondence, forms, reports, rosters
- Reviews documents for clerical accuracy, completeness, and compliance with Board direction
- Routes documents for signature.

Marketing/Communications:

- Implements communication strategies that include media outreach and website and social media content creation
- Researches and drafts press releases and/or content for website, social media, emails, brochures, one-sheets, newsletters, presentations, and other Marketing projects as needed
- Works with key personnel to brainstorm content ideas, in line with the Friends' strategy and in support of various initiatives
- Creates original content and posts on applicable social media platforms
- Supports and evaluates results of communication campaigns with the team.