

## ADMINISTRATIVE ASSISTANT I

FLSA: Non-Exempt

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### Summary

Under the direction of the Operations Manager, the Administrative Assistant provides clerical and communication support to administrative staff to ensure efficient operations.

### Organizational Impact:

- Supports the administration and communications of a complex organization with multiple stakeholders.
- As an ambassador to the agencies and their members, ensures PLS is valuable to the member organizations.
- Responsible for confidential and time sensitive material; relies on experience, creativity, problem-solving and good judgment to plan and accomplish goals.
- Ensures the efficient and smooth day-to-day operation of the office.

### Essential Duties and Responsibilities:

- Assists the Administration by handling incoming visitors, calls and mail; as well as supplies, shipments, and pickups.
- Assists in preparing for PLP trainings and seminars.

### Other Job Duties:

- Makes travel and meeting arrangements, prepares reports and maintains appropriate filing systems.
- Plans meetings and takes detailed minutes.
- Writes and distributes email, correspondence memos, letters, faxes and forms.
- Assists in the preparation of regularly scheduled reports.
- Develops and maintains a filing system.
- Updates and maintains office procedures, contact lists, and expense reports.
- Orders and maintains office supplies; researches new deals and suppliers.
- Provides general support to visitors; acts as the point of contact for clients.
- Packs and mails interlibrary loan materials.

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

	Required	Preferred
<b>Education</b>	Valid driver's license in good standing High school diploma	Classes in MS Office or similar
<b>Experience</b>	3+ years office work including supply management and inventory control	1+ year experience as an administrative assistant
<b>Knowledge</b>	Knowledge of office management systems, equipment, software and procedures - Proficiency in MS Office (MS Word, Excel and PowerPoint, in particular)  Professional standard English both spoken and written	Customer service, communication and conflict resolution principles
<b>Skills and Abilities</b>	Excellent time management skills and the ability to multi-task and prioritize work  Attention to detail; problem-solving skills  Excellent written and verbal communication  Excellent customer service, discretion, patience, communication and conflict resolution skills  Excellent judgment and willingness to refer delicate issues	Ability to accurately compute and maintain file or record of inter-library delivery statistics

Or the equivalent combination of education and experience.

**Work Environment and Physical Demands:**

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or work room.