

Position Title : **Office Assistant I** **Position #A104 22**
Dept/Branch : **Administration**
Reports to : **Administrative Services Manager**
Position Supervises : **N/A**

I. POSITION SUMMARY

Under the general supervision of the Administrative Services Manager, the incumbent is responsible for providing general clerical staff support.

Exercises some independent judgement and follows established Okanagan Regional Library policies, procedures and practices.

II. ACCOUNTABILITIES

Working with the Office Assistant II, maintains inventory control system for stationery supplies. Receives, unpacks and inspects supply orders and goods, matches invoices to purchase orders and fills supply requisitions from staff. Informs Office Assistant II of unfilled orders.

Processes incoming and outgoing couriers and mail, including Interlibrary Loan items and holds/overdue notices; reconciles waybills and invoices. Monitors postage and reports to Administrative Services Manager when postage is needed.

Programs and maintains designated office equipment, including postage machines; fills paper supply of main copiers, ensures equipment is in good working order and places service calls as needed; refers unresolved equipment problems to appropriate person.

Provides clerical assistance with assigned administrative files, typing and record keeping. Processes photocopy, scanning, laminating, paper cutting and fax requests; distributes incoming faxes.

Maintains Office Assistant I Procedures Manual; provides input and recommendations for approval by the Administrative Services Manager for formulating, implementing and improving front office routines and procedures.

Assists with catering/setup/clean-up for headquarters meetings and events.

External Pick up/drop off of supplies, laminating, copying and equipment, including ORL vehicle servicing requirements.

Works with the Office Assistant II to meet deadlines and ensure efficient workflow, including performing reception duties during overflow and absences of the Office Assistant II.

Keeps front office and work area clean and tidy.

Performs duties of similar or lesser scope and complexity as assigned.

III. WORKING CONDITIONS

Works in an open office environment with some interruptions; uses computers and a wide range of office machines; has contact with the public, suppliers, repair service providers, and library employees throughout the system.

IV. JOB SPECIFICATION

- 1. **Education**
Grade 12 or equivalent
- 2. **Experience**
Minimum 6 months general office experience, including proficiency in various office equipment and Microsoft Office applications.

V. OTHER REQUIREMENTS

- 1. Good oral and written communication skills.
- 2. Ability to work independently as well as in a team environment.
- 3. Strong organizational and time management skills.
- 4. Ability to multi-task.
- 5. Aptitude for detailed work.
- 6. Demonstrated ability to accurately file numerically and alphabetically (paper and electronically).
- 7. Ability to communicate with courtesy, tact and interest with staff and all sectors of the public.
- 8. Demonstrated knowledge of computer software applications, including Microsoft Office Suite.
- 9. Demonstrated ability to operate business machines (computers, copiers, scanners, mail machines, fax machines, phone systems, and laminator).
- 10. Working knowledge of postal regulations and courier services.
- 11. Physical ability to handle heavy boxes (stationery orders, printer and photocopy paper, mail tubs and bags).
- 12. Valid BC Driver's License.
- 13. Basic knowledge of the functions in an automated library system.

Drafted by:

Leslie Brecht, Director of Human Resources *Leslie Brecht*

Date: May 19, 2023

Approved by:

Danielle Hubbard, Chief Executive Officer *Danielle Hubbard*

Date: May 19, 2023