



LA CROSSE PUBLIC LIBRARY

Associate

Business Services

Department:	Library
Division:	Public Services Team
Status:	Non-Exempt
Grade:	6
Report to:	Business Services Supervisor

Summary:

This position manages tasks associated with a wide range of administrative, financial and record-keeping work with a high level of independent judgement required. Has access to confidential information. Has direct responsibility for compliance with all aspects of the Wisconsin Open Meetings Act and open records laws. Job requires a high level of accuracy, attention to detail and an affinity for numbers.

This position provides outstanding internal and external customer service. Because of the nature of the job duties, daily onsite work attendance is critical.

Reporting Relationships and Team Work:

Reports to the Business Services Supervisor. Works closely with the Administrative team.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Processes invoices and purchase orders in MUNIS software system, responds to requests from Finance Department regarding process.
2. Assists in preparing monthly financial reports; prepares reports in the absence of Business Services Supervisor.
3. Is responsible for a variety of revenue sources internally and externally. Handles, counts and deposits these and other monies received.
4. Processes bi-monthly In-House invoices.
5. Maintains cash receipt / disbursement journals and special ledger.

6. Serves as confidential assistant for the Library Director, Deputy Director, and Business Services Supervisor in all duties and projects related to the functions and responsibilities of library administration and business departments.
7. Administrates and maintains legal and administrative records related to the business of the La Crosse Public Library Board and Washburn Fund Board, attends board meetings and serves as recording secretary. Prepares, distributes and posts meeting notices, agendas and minutes.
8. Posts meeting documentation in city's Legislative Information Center, corresponds with City Clerk regarding open meeting and records laws, as well as issues relating to legal notices and documentation posted.
9. Acknowledges financial gifts to the library and maintains database of all giving.
10. Assists Supervisors and Librarians in providing excellent resources and desk services to meet emerging needs within the community.
11. Works collaboratively with colleagues throughout the library.
12. Performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Demonstrate quality internal and external customer service.
2. Communicate effectively.
3. Exhibit reliability and dependability.
4. Be empathetic and welcoming, while maintaining appropriate boundaries with patrons.
5. Demonstrate a positive attitude and flexibility.
6. Work well with others, show respect, contribute to the team.
7. Demonstrate library values of service, integrity, collaboration, and community focus.
8. Demonstrate ability to handle multiple tasks.

Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Knowledge of library terminology, practices, services, processes, policies and procedures.
2. Providing support in relation to library operations for area of assignment.
3. Library computer systems, databases, and software.
4. Customer service standards and procedures. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
5. Reader's advisory, reference and circulation methods and techniques.
6. Community library operations, programs and services.
7. Ability to work effectively with clients displaying a wide range of disruptive or unusual behavior.
8. Comfort presenting information to individuals and groups in a variety of settings.
9. Ability to maintain and uphold confidentiality and privacy rights.

Technology Requirements:

- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, financial systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Education and Experience:

Associates Degree or equivalent; three or more years' experience in an administrative role or library related field with a high level of public contact OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job. Experience in fund-raising strategies and approaches is preferred.

Licenses, Certifications, and Special Requirements:

- Must have a valid Wisconsin State Driver's License and an acceptable driving record.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.
- May work alone, without other library staff present, in the library or in community settings.

Work Schedule

Full-time, frequently including evenings and weekend hours related to service needs of clientele, outreach and special projects. Includes rotating evening and weekend hours.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all LPL positions are subject to change or transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. La Crosse Public Library is also an Equal Opportunity Employer.