

WAUKEGAN PUBLIC LIBRARY

JOB DESCRIPTION

TITLE: Administrative Services Manager

DEPARTMENT: Administration

REPORTS TO: Executive Director

CLASSIFICATION: Full-Time, Exempt

Position Summary:

The Administrative Services Manager oversees human resources procedures and employee relations related to recruitment, onboarding, and retention, benefits and payroll, employee recognition, and other employee related paperwork, as well as assisting the Executive Director with administrative services to the Board of Trustees, employees, and the public, including, but not limited to, development of the board packet, attending meetings and recording minutes, implementing required annual training, reserving rooms for outside agencies and community groups, and managing correspondence.

Minimum Qualifications:

Education and Experience

- Associate degree and two years of work or life experience in an office, administrative support, or Human Resources role responsible for maintaining, processing, or monitoring records, reports, or private documentation.
- Strong written and oral communication skills; ability to communicate effectively in English.
- Strong organizational skills; ability to manage multiple projects and apply critical thinking skills to complex tasks.
- Strong interpersonal and customer service skills.
- Demonstrated commitment to fostering diversity and inclusion.

Preferred Qualifications:

- Experience working in public libraries or another nonprofit setting.
- Spanish language skills.

Knowledge, Skills, and Abilities

- Demonstrated ability to provide excellent internal and external customer service and develop strong working relationships with peers to accomplish goals.
- Ability to conduct work with integrity and in accordance with all legal requirements.
- Ability to work with minimal supervision, establish and maintain priorities, meet deadlines, exercise initiative, and make independent decisions.
- Ability to identify, analyze and resolve issues in a timely and effective manner, and to generate and evaluate alternative solutions and make recommendations.
- Ability to work across departments to plan and coordinate library-wide staff training and support initiatives.
- Knowledge of clerical and administrative office systems and procedures.

- Proficient in the use of computer software and hardware, including Microsoft Office Suite and Excel and a comfort and willingness to learn new technologies as they emerge in the profession.

Essential Job Functions:

- Fosters a safe, inclusive, and accessible environment that welcomes, respects, and represents everyone in our community and supports a diverse workforce.
- Understands, supports, and advances the vision, mission, and strategic priorities of the library.
- Provides uniformly gracious service to all internal and external customers.
- Develops, evaluates, and implements all administrative office operations and procedures and provides effective guidance to employees and managers.
- Manages job posting, hiring, reference checks, onboarding, evaluation, and separation processes for employees, in conjunction with managers and the Executive Director.
- Maintains personnel files and associated documents and informs staff of updates to Personnel Policy and maintains staff acknowledgment forms.
- Administers employee benefits programs, maintains and updates pay and benefit information for employees, including insurance, IMRF, income taxes and other payroll deductions, and post-employment requirements.
- Works directly with benefit vendors including health, unemployment, and life insurance providers, retirement, Employee Assistance Program, workers' compensation, HR support and labor relations agencies to provide information to employees and make necessary updates.
- Addresses concerns, requests for information, and other employee questions in a timely and confidential manner.
- Works in conjunction with the Finance & Operations Manager to prepare and submit bi-weekly payroll.
- Assists with preparation and distribution of all documents required for library board meetings and related requirements, including taking minutes at monthly board meetings and preparing drafts for board approval.
- Receives and confirms applications for meeting room and tabling reservations for community groups using the library's calendaring software. Provides information to public services and facilities staff as needed to ensure successful use of library spaces.

Additional Duties:

- Assists Executive Director and Deputy Director in a variety of administrative tasks, such as preparing correspondence, reports, and other documents, managing appointments, and responding to queries by phone or email.
- Assists with maintenance of board-related pages of the library's website.
- Assists with implementation of employee anniversary and recognition events.
- Distributes documentation as needed, including staff procedure and training manuals.
- Assists with meeting records retention requirements.
- Assists with clerical support for the Friends and Foundation as needed.

- Takes an active role in maintaining the well-being of the library, including appropriately following policies and staff emergency training to navigate demanding situations using independent judgment.
- Serves as a member of the Leadership Team and recommends needed improvements, and innovations in services, policies, and procedures.
- Collaborates with all library departments and serves on library committees to enhance library services and implement library-wide projects.
- Attends appropriate meetings, workshops, and conferences to stay informed of best practices and to meet the 12-hour continuing education requirement for all staff.
- Participates in library-wide strategic planning.
- May participate in community events and other outreach opportunities as needed.
- Other duties as assigned.

Working Conditions/Job Requirements:

- Working in an office setting with an active service desk. May include extensive use of computers, phones, copiers, and other office equipment.
- Able to move, lift, push, carry, and put away items that weigh 25 pounds and wheeled carts of up to 100 pounds.
- Able to work evenings and weekends as required.
- Access to transportation for offsite responsibilities.