

## ADMINISTRATIVE ASSISTANT II

---

**FLSA Status:** Non-Exempt

**Hours:** 30 hours per week

**Hourly Rate:** \$29.33 - \$39.30, depending on experience

### About PLS:

The Peninsula Library System (PLS) is a consortium of 35 public and community college libraries located in San Mateo County working together to provide innovative and cost-effective service to their users. Founded in 1971, the system is a Joint Powers of Agreement and is funded primarily by member libraries: Burlingame Public Library, Daly City Public Library, Menlo Park Public Library, Redwood City Public Library, San Bruno Public Library, San Mateo County Libraries, San Mateo Public Library, South San Francisco Public Library, and the San Mateo County Community College District (including the College of San Mateo, Canada College and Skyline College). PLS receives support from the state California Library Services Act, the federal Library Services and Technology Act, and local contracts for special services.

### Summary

Under the direction of the Operations Manager, the Administrative Assistant II 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 with the Administration by handling incoming visitors, calls and mail; as well as ordering office supplies, and receiving shipments.
- Creates, manages and documents agency contracts using authorized signature methods, in compliance with fiscal policy and grant requirements.
- Assists in the preparation of the agenda packets for board meetings.
- Assists in preparing for agency's meeting, trainings and seminars.

- Prepares, formats, proofreads, edits, and revises various documents, including letters, memos, forms, reports, minutes of meetings, agendas, and other handouts/packets, including workshop binders/folders for grants.
- Ensure Form 700s are completed for all agencies.
- Supports the work of PLS as well as its contracting agencies.

**Other Job Duties:**

- Makes travel and meeting arrangements, prepares reports and maintains appropriate filing systems. Acts as backup for Administrative Assistant I.
- 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 and directories.
- Orders and maintains office supplies; researches new supplier discounts.
- Provides general support to visitors; acts as the point of contact for clients; refer matters to appropriate staff; resolve complaints as appropriate.
- Packs and mails interlibrary loan materials and track cost of mailing for bill back.
- Records grant applications, financial and narrative reports after approval; maintains grant files in a shared SharePoint site.

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.

**Education:**

*Minimum Qualification:* High school diploma

*Preferred Qualification:* Associate degree in Administration

**Experience:**

*Minimum Qualification:* 3+ years office work including supply management and inventory control

*Preferred Qualification:* 1+ year experience as an administrative assistant

**Knowledge:**

- Knowledge of office management systems, equipment, software and procedures
- Proficiency in MS Office (MS Word, Excel and PowerPoint), Adobe Acrobat, and database systems
- Professional standard English both spoken and written
- Basic arithmetic
- *Preferred:* Customer service, communication, and conflict resolution principles
- *Preferred:* Working knowledge of DocuSign or other electronic signature software

**Skills and Abilities:**

- Excellent time management skills and the ability to multi-task and prioritize work
- Excellent organizational and record keeping skills
- High attention to detail; problem-solving skills
- Excellent written and verbal communication
- Excellent customer service, discretion, patience, communication and conflict resolution skills
- Excellent judgment, independent thinker, and willingness to refer delicate issues to supervisor

*Preferred Additional Qualifications:*

- Ability to accurately compute and maintain file or record of inter-library delivery statistics

**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.

**Benefits:**

**Insurance:** Employer paid Cafeteria Plan allowance for medical and dental insurance. Any portion of the Cafeteria Plan allowance not allocated to employee's medical and dental insurance contributions will be placed annually into the employee's 457(b) Deferred Compensation plan. Employer paid life insurance.

**Retirement:** Defined Contribution pension plan with 7.5% contribution paid by employer.

**Other Benefits:** Minimum of 2 weeks of vacation per year, 11 paid holidays, plus 4 days floating holiday, paid sick leave; Deferred Compensation available.

**How to apply:**

**Please submit the following to Wendy Cao, [caow@plsinfo.org](mailto:caow@plsinfo.org). Deadline: April 1, 2024, at 5 p.m.** Interviews will be held in-person.

Please include a cover letter, resume, three references, and responses to Supplemental Questions.

**Please include the answers to the following Supplemental Questions:**

1. Please describe your proficiency in Microsoft Suite, including Word, Excel, PowerPoint, and use of any Office 365 products including SharePoint and OneDrive. Please also include any experience in Adobe Acrobat, DocuSign, and database systems. For each of these items, please rate your level of expertise (basic, intermediate, advanced, or power user) and briefly describe some specific projects for which you have used this software.
2. Please describe your experience in handling confidential records and other sources of confidential information.
3. This position requires someone who is one of the primary people to answer the phones, and who also interacts with vendors, contractors and staff requests, by email, phone and in-person. Can you please describe your experience with customer service in these areas?