



Job Title: Office Administrator

Classification: Full-Time, Salaried, Non-Exempt

Reports to: Executive Director

Location: CLC Office Middletown

Supervisory Requirements: none

Position Summary:

The Office Administrator is a support role to the Executive Director and staff of the organization. This person is responsible for the smooth operation of CLC's office, facilities, and equipment, payroll, benefits, financial processes and reporting, and contract preparation. He/she creates a welcoming environment for staff and guests and responds to member questions and issues while other staff are in the field. He/she is the subject matter expert for computer support, finances, taxes, retirement programs, benefits and personnel issues. He/she will assist with the planning and logistics of organizational meetings and events. He/she will provide support for special CLC projects and programs like Roundtables and Membership renewals. He/she will monitor status and prepare contracts from templates. He/she will provide administrative support for the Executive Director (ED).

Essential Functions:

Financial & Administrative management: (45%)

- Manage CLC's financial processes including invoicing, budgeting, payroll, human resources, financial reporting, records management and bookkeeping tasks so that they are completed accurately and on time.
- Coordinate external bookkeeping services. Prepare documents for external bookkeeping services.
- Prepare weekly deposits accurately and in timely fashion.
- Prepare, review and distribute financials, grant reports and tax filings for CLC and sub-contracted projects as needed.
- Manage the A/R and A/P functions for the organization.
- Prepare bi-weekly payroll and retirement fund contributions.
- Work with ED, bookkeeper and auditors to ensure financial accuracy of all financial recording and accounting.
- Serve as HR Administrator: manage the process of hiring/termination of staff under direction of ED.
- Educate and update staff about employee benefits policies and changes. Maintain all personnel records.
- Make recommendations for improvements to office, financial and HR service and processes. Create and input individual and bulk membership and product invoices as directed by Member Relations Managers.

Customer Service and membership maintenance: (25%)

- Primary contact for CLC and Connecticut Library Association (CLA) calls and email inquiries during regular office hours.
- Responsible for all member, vendor and partner queries about invoices, registration and account access/information.
- Forward phone, email or mail queries to other staff as directed.
- Handle invoicing, fulfillment and timely shipment of CLC products, marketing materials and promotional items requested by members and staff.

- Update member records to ensure accurate & up-to-date membership data.

Facilities, operations and equipment maintenance: (10%)

- Ensure that CLC office facilities, computer software and hardware, office equipment and supplies are maintained and operating efficiently and smoothly.
- Organize and maintain all office records and procedures manuals. Serve as primary contact for banking, phone systems, insurance renewals, technology, payroll processing and other operational vendors as assigned.
- Oversee the facility needs, and liaison with the landlord and maintenance staff.
- Coordinate computer hardware and software service, updates, backups, and repairs with IT contractors or other providers.
- Maintain the telephone answering system.
- Coordinate and oversee the outgoing messages for incoming calls.
- Oversee office inventories and order supplies as needed.
- Maintain contacts with office equipment vendors for ongoing maintenance and support.
- Research and make recommendations for ways CLC might save money, operate more efficiently, compile and use internal information more effectively, and/or provide better customer support and value for our employees, members, CLA, and partner organizations.

Contract preparation: (10%)

- Monitor contract database.
- Identify expiring contracts.
- Prepare contract renewals for ED signature using contract template.
- Create new contracts under supervision of ED and using templates.
- Report status of contracts.

Meeting and program support: (5%)

- Schedule meetings.
- Help prepare presentations, meeting documents and reports for ED.
- Assist Events & Special Projects Manager with meetings and events.
- Assist with printing and distribution of CLC's marketing, promotional & membership materials.
- Assist with planning, set up, break down, staffing and other exhibit booth/meeting support as needed.
- Provide pre-conference administrative support for coordinators and on-site registration support conferences and other events as required.
- Maintain the master CLC calendar. Post CLC & CLA events on calendar.

- **Other projects as assigned: (5%)**

Additional Responsibilities: Every staff member is expected to adhere to the following:

- Guidelines of Professional Conduct
- The Personnel Handbook

Minimum Qualifications:

- High School Diploma.
- Some college preferred.
- Understanding of basic accounting practices.
- 3 years in an office support /administrative position with strong office management responsibilities.
- Multiple software program knowledge and experience.

Knowledge and Skills:

- Intermediate to advanced understanding of computer systems such as email, internet, and Microsoft software packages such as Word and Excel.
- Intermediate to advanced understanding of invoicing and customer management systems
- Basic to intermediate knowledge of Quickbooks, GAAP, budgeting, audit reporting, non-profit financial management (grant reporting).
- Basic knowledge of state & federal human resource/personnel regulations.
- Ability and willingness to learn new software programs.
- Excellent written and oral communication.
- Excellent attention to detail and organization.
- Excellent customer service skills for phone and email communication.
- Strong sensitivity to time efficiencies without compromising quality and accuracy.
- Ability to multi-task and work with many interruptions.
- Excellent team and “can-do” attitude.
- Problem solving ability.
- Ability to handle confidential information in a professional and discreet manner.
- Value libraries and life-long learning.

Environment:

- Typical small office setting. Phone /email activity will peak during membership renewal and annual conference periods.
- There are many days when this person will be alone or with only one other person in the office.
- Pleasant, professional but casual office in college town.

Physical Requirements:

- Must be able to lift a minimum of 15 lbs. unaided
- Must be able to climb stairs
- Must be able to sit for long periods of time, stand, reach, bend

Approval and Date

Date**Received and acknowledged by:**

Employee Signature

Date

Employee Name (Print)

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty.