

**Department:** Library  
**Title:** Business Services Specialist  
**Division:** Business Services  
**Reports To:** Business Services Manager  
**Date:** March 2022  
**Status:** Exempt

*The library reserves the right to modify this and every job description in whole or in part at any time.*

### **Work Schedule**

This is a full time, salaried exempt position. Schedule can be flexible, but it is driven by Board meetings, fund-raising events, special projects, and the respective schedules of the Library Director, Deputy Director, and the Business Services Manager, as well as certain primary job duties that must be performed regularly.

### **General Job Description**

Performs 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.

### **Primary Duties**

- Processes invoices and purchase orders in MUNIS software system, responds to requests from Finance Department regarding process.
- Assists in preparing monthly financial reports; prepares reports in the absence of Business Services Manager.
- Is responsible for a variety of revenue sources including public service registers, coin-operated photocopiers and computer print release stations. Handles, counts and deposits these and other monies received.
- Processes bi-monthly In-House invoices.
- Maintains cash receipt / disbursement journals and special ledger.
- Communicates with City Payroll on troubleshooting to ensure timely processing of bi-weekly payroll.
- Serves as confidential assistant for the Library Director, Deputy Director and Business Manager.
- 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.
- 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.
- Acknowledges financial gifts to the library and maintains database of all giving.

### **Secondary Duties**

- Distributes non-policy city communications to library staff; collaborates with City on employee activities.

- Messenger between library and City Hall as needed.
- Administers and maintains petty cash accounts for library and Board.
- Participates in planning, creating and accomplishing special projects.
- Assists the Library Director, Deputy Director, and Business Services Manager in all duties and projects related to the functions and responsibilities of library administration and business departments.

### **Qualifications**

- Minimum of five years' experience in administrative assistant position in comparably sized organization.
- Minimum two years of post-secondary education; associate's or bachelor's degree preferred.
- Demonstrated accounting ability and/or math skills.
- Demonstrated ability to maintain confidentiality.
- Demonstrated interest in reading and life-long learning.
- Demonstrated experience in fund-raising strategies and approaches.
- Personal computer fluency in Microsoft Office or comparable office suite software.
- Excellent oral and written communications skills; fluent in English.
- Personable, with exemplary professional image, superior planning/organizational and business etiquette skills.
- Valid driver's license.

### **Physical Demands**

- Frequent movement through the spaces, frequently holds stationary positions (upwards of 2 hours at a time).
- Position involves moving objects that weigh at least thirty (30) pounds and the ability to transport at least one hundred (100) pounds on wheels.
- Extensive movement is required to reach and adjust items at floor level and at or above standard desk height.
- Ability to operate computer keyboard and mouse.
- Able to assess written communication in a variety of formats including print or digital.
- Able to communicate effectively with staff or patrons, exchanging information as needed.

### **Service Expectation for All Library Employees**

Service, both to our public and internally, is the highest priority for the organization. For positions in public service roles, employees are expected to be scheduled at a public service point for up to 50% of their workweek. For positions where providing programming is a primary duty, up to 25% of work time may be scheduled at a public service point. On occasions of staffing shortages, employees may be required to cover desk shifts beyond the basic percentages listed. Employees in roles without regular public-facing duties may be called upon to assist with tasks outside of their usual work, including but not limited to working public service points or providing support in another way so that coverage may be achieved.

## **General Requirements for All Library Employees**

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in staff, department and management team meetings.

## **Job Performance Standards**

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.
- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

## **Required Talents & Leadership Competencies**

**Talents:** service, ethics, arranger, responsibility, creativity, empathy, persuasion

**Leadership Competencies:** vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

## **DEFINITIONS FOR REQUIRED COMPETENCIES**

### **Talents**

- Service: a drive to be of service to others
- Ethics: a clear understanding of right and wrong which guides actions
- Arranger: an ability to orchestrate
- Responsibility: a need to assume personal accountability for work
- Creativity: ability to break existing configurations in favor of more effective/appealing ones
- Empathy: an ability to identify the feelings and perspectives of others
- Persuasion: an ability to persuade others logically

### **Leadership**

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term

perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. Is committed to continuous improvement of services.
- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.