



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	901442001	Last Revised:	04/24/2018
Position Title:	Library Assistant	Department:	Qualla Boundary Public Library
Reports to:	Manager, Qualla Boundary Public Library	Division:	Community, Education & Recreation Services

Primary Function: Performs diversified clerical, bookkeeping, and related duties in support of the Qualla Boundary Public Libraries daily operations, programs and special events/meetings, maintains specified records, files and logs to ensure accurate reporting of program activities, fees collected/owed, maintains a positive public relations image for the Department.

Job Duties and Responsibilities:

- Answers phones, routes calls as needed. Takes messages, answers questions and provides information and assistance as required.
- Records and checks in all periodicals, shelves daily, and discards as needed.
- Assists in the development of program budget.
- Processes requests for library cards, both new and replacement.
- Plans and maintains scheduling of events, activities, meetings, etc.
- Participates in library events and completes job assignments in support of goals and objectives.
- Monitors budget expenditures and ensures others are informed of current status of assigned responsibility.
- Assists with promoting cultural awareness activities by keeping community members informed and by notifying special interest groups.
- Keeps Manager informed of any unusual situations and current activities.
- Maintains professional and technical knowledge by attending educational workshops, seminars, meetings, etc. representing program interests.
- Assists with the preparation of annual reports of activities. Requires the ability to compile data and prepare specified reports, recaps, and summaries.
- Maintains employee personnel files, processes, applications, complete personnel action forms, maintains records of attendance, vacation leave, etc.
- Reviews timesheets, maintains documentation and forwards or delivers to appropriate office.
- Processes invoices according to the Tribal Fiscal Management Policy, verifies that purchase orders are correct and allocates them to the correct specified accounts, secures signatures and forwards or delivers to the Eastern Band of Cherokee Indians Finance Office.
- Sorts and distributes departmental mail, delivers and pick up mail at post office, council house, tribal offices, etc.
- Monitors levels of departmental supplies and reorders as needed.
- Orders special equipment, etc. for special programs as requested.
- Responds to public comments regarding the library.
- Assists the public in all aspects of library services which include check in/out, locating resources, genealogy research, etc.
- Maintains list of reserved materials and notifies patrons when materials are available.
- Maintains a neat and orderly work area, keeping library materials straight and organized, dusting removing trash, etc.
- Performs all duties according to established safety guidelines and Tribal policy.

- Performs other duties as requested by supervisor.

**Education
/Experience:**

- An associate's degree in Business, Secretarial Science, or related field, or the equivalent combination of education, related experience and training (2-3 years) is required. Position will require six months to become proficient in most phases of the job.
- Demonstrated experience (1-3 years) with computer operations (Word, Excel, PowerPoint, Outlook) required.
- Previous experience (1-3 years) in scheduling, event planning, and promotions is required.
- Valid NC driver's license is required.

Job Knowledge:

Must have an understanding of the guidelines, policies, procedures, goals and objectives of the program and its services. Must have organizational skills and the ability to communicate effectively, both in writing and verbally. Requires clerical, computer and accounting skills. Must have knowledge and understanding of the Tyler Munis System. Must be familiar with the principles, practices and techniques of modern library systems and operations. Requires the ability to stimulate interest in reading and other library activities. Must have the ability to make group presentations such as storytelling, crafts related activities, etc. Must be familiar with the various phases of early childhood development. Must be familiar with EBCI culture, heritage, genealogy and interests. Requires skill in the use of library equipment.

**Contact with
Others:**

Interacts frequently with coworkers and other tribal personnel. Has outside contacts with patrons, program participants, schools, community members, and agency representatives. Nature of contacts requires the use of tact, courtesy, and professionalism. Must promote a positive image of the program, as individual will often serve as initial contact for program.

Confidential Data:

Damage to the program's reputation and participant relationships could result if information is disclosed improperly. Must be familiar with and adhere to all applicable confidentiality laws and tribal confidentiality policies and procedures due to budget access. Average degree of discretion is required.

**Mental /Visual
/Physical Effort:**

Close concentration and attention to detail are required during planning/organizing, data entry, and reporting procedures. Subject to frequent interruptions requiring varied responses. While performing duties of the job must be able to sit, walk, reach, bend arms, and have manual dexterity. Must be able to see and hear normally (with correction as needed). Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

Works in normal business surroundings with occasional visits to the community and to other offices. Has average exposure to one or more disagreeable working conditions.

**Responsibility for
Accuracy:**

Review of work and subsequent procedures would detect most errors. Time and expense could delay some phases of the program activities. Most work is approved prior to submitting to others.

**Resourcefulness &
Initiative:**

Follows well-defined procedures and guidelines in job duties with minimal supervision. Judgment and initiative are required to maintain accuracy, efficiency, prioritize work and meet deadlines.