



MCLS is a non-profit, member-driven organization whose mission is to facilitate sharing resources and to collaborate with other organizations to benefit Michigan and Indiana libraries.

POSITION: Part-Time Administrative Assistant

Summary:

The Part-Time Administrative Assistant serves as a primary point of contact for general inquiries and provides responsive, reliable administrative support across MCLS's daily operations. This fully-remote role supports communications, scheduling, recordkeeping, membership administration, and customer service functions in a hybrid organizational environment. The position ensures smooth coordination among staff, members, and external partners by maintaining accurate information, facilitating meetings, and assisting with organizational projects as needed.

Primary Responsibilities:

1. Answer the main MCLS phone line and administrative emails, responding professionally and routing calls appropriately.
2. Process and route RIDES help desk tickets in a timely and accurate manner.
3. Support online meetings, including scheduling, communication, preparation, starting, hosting, and basic troubleshooting.
4. Assist with membership administration, including processing new, renewed, and canceled memberships.
5. Send welcome communications to new MCLS member libraries and library directors.
6. Maintain MCLS member and organizational data as directed, including contact management and record updates.
7. Order supplies for the MCLS office and individual staff as needed or directed.
8. Schedule organization-wide meetings, events, and internal staff gatherings.
9. Assist with special projects and administrative tasks as assigned.
10. Attend MCLS online staff meetings and contribute to a collaborative remote work environment when schedule permits.
11. Provide general administrative and clerical support to MCLS staff as directed.

Required Qualifications:

1. High school diploma or equivalent.
2. Strong customer service and interpersonal skills, including professional written and verbal communication.
3. Proficiency with Microsoft Office Suite (Outlook, Word, Excel), calendar management, and virtual meeting platforms.
4. Ability to learn new software systems and organizational processes quickly.
5. Effective organizational skills with the ability to prioritize tasks, manage competing deadlines, and support multiple staff members.
6. High attention to detail and accuracy in recordkeeping and data entry.

7. Ability to work independently and collaboratively in a hybrid work environment.
8. Reliable and fast home internet connection.

Desired Qualifications

1. Previous administrative, customer service, or office support experience.
2. Experience using office software, databases, or helpdesk/ticketing systems.

Core Competencies

1. Responsiveness & Reliability: Demonstrates consistent follow-through and timely communication.
2. Professionalism: Represents MCLS positively in all interactions with members, partners, and staff.
3. Technical Adaptability: Learns new systems quickly and adapts to evolving organizational tools.
4. Confidentiality: Handles sensitive information with discretion and care.

Working Conditions

1. Fully remote work environment.
2. Must maintain a professional remote work environment suitable for phone and video communication.
3. Must be available during agreed-upon core hours.
4. Part-time schedule up to 19 hours per week, with occasional flexibility required to support meetings or organizational needs.

Salary:

Minimum Starting Salary: \$18 per hour

Supervision Received:

Financial Controller/Business Manager

Supervision Exercised:

None