



LITTLE FREE LIBRARY.ORG[®]
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Business Services Assistant

Mission

Little Free Library is an award-winning nonprofit organization that promotes reading, builds community, and sparks creativity by fostering neighborhood book exchanges around the world. There are more than 80,000 registered Little Free Libraries in all 50 states and over 90 countries. Through these Little Libraries, millions of books are exchanged each year, profoundly increasing access to books for readers of all ages and backgrounds.

As Little Free Library celebrates its 10th anniversary, we are embarking on an exciting and expansive future. Moving quickly to the milestone of 100,000 libraries, Little Free Library has received positive press from media outlets, attracted strong partnerships in both the corporate and nonprofit arena, and engaged thousands of active, committed library stewards.

Position Purpose:

The Business Services Assistant is a full-time, limited term position responsible for supporting the day-to-day operations of the organization by providing exceptional office management. He/she will provide direct support to the Little Free Library staff, ensuring that the highest levels of quality, efficiency and productivity of operational functions are achieved.

The Business Services Assistant serves as the front desk receptionist and performs a wide range of administrative tasks including providing customer service, donor acknowledgement and reporting, printing program materials, supporting special projects, assisting operations staff with shipping as needed, and ensuring office supplies are stocked.

Key Responsibilities:

- Greet visitors, answer office phone for the organization and respond to direct requests for information or forward messages to the appropriate employee
- Respond to routine customer service emails and phone calls regarding Little Free Library's programs and services
- Assist the staff with scheduling and calendar, contacts management and follow up, meeting documentation and program support as requested
- Assist with organization events and provide support for internal and external meetings and conferences, including board meetings
- Print and collate program materials and support operations staff with shipping projects as needed
- Ensure donors receive a timely written acknowledgement
- Helps maintain and improve technology and data management systems
- Maintains office supplies

Required Skills and Characteristics:

- Excellent written and oral communication skills

- Results-driven and skilled in continuous improvement processes
- Strong organizational skills
- Ability to be flexible and work well under pressure in a fast-paced, multi-tasking environment
- Must be a “can-do” problem solver who is willing to take responsibility of administrative and operational procedures
- Emotional maturity and adaptable to work load demands and requests
- Personable with a customer service mentality
- Ability to utilize complete discretion while handling confidential and sensitive information
- A strong passion for the Little Free Library mission

Minimum Qualifications:

- A minimum of 1 years of experience in office administration
- Excellent skills in Microsoft Excel, Power Point, and Word
- Familiarity with Google Apps including Drive, Docs, Sheets, and Calendar

Preferred Qualifications:

- 3+ years working in an executive assistant and/or operations support role
- High technology skills and comfort in dealing with databases, etc.
- Experience working in a nonprofit setting
- Training/experience using Salesforce or other CRM

Physical Requirements:

- This is a 6 month, temporary position with the possibility of becoming permanent
- This job primarily takes place within an office setting with occasional local travel
- Position is based on 40 hour week and located at 573 County Road A, Suite 106, Hudson, WI. Hours are 9am-5pm
- A valid driver’s license and car is required for occasional local travel
- Ability to lift at least 40 lbs

Little Free Library is an equal opportunity employer.

How to Apply:

Please send cover letter, resume, and contact information for three professional references to Shelby King at sking@littlefreelibrary.org by Monday, June 3 to be considered for this position.