



February 2021

Administrative Services Manager Job Description

The Administrative Services Manager serves a key role in TLA's business operations for internal and external customers through basic bookkeeping, general office systems management and as a representative of TLA's customer service team.

This position provides support and coordination with TLA's external accounting services firm; supports registration and membership data entry; and manages general office needs such as replenishing office supplies, filing, records maintenance, meeting minutes and mail processing. The Administrative Services Manager represents the association through phone, email and attendance at in-person or virtual events

This position reports to the Executive Director.

About Us

Texas Library Association (TLA) a non-profit organization founded in 1902 to promote libraries and library services in Texas, supports the work of libraries, library professionals, and educators throughout the state. Our membership of almost 6500 members includes library professionals from school, public, academic, and special libraries, and library supporters dedicated to helping libraries better serve their communities.

Essential Duties:

Accounting & Finance

- Serves as the point of entry for management of accounts payable and receivables. Processes daily mail and check log. Manages back-ups and prepares receipts for daily deposits.
- Oversees credit card processing and chargebacks, research and processes refund requests for credit cards.
- Processes incoming invoices obtaining approval, coding to appropriate general ledger account, and routing to accounting services firm.
- Provides accounting coordination through QuickBooks reports for staff and external parties such as sponsors, speakers, member unit volunteers and suppliers.
- Assists in collections for outstanding Accounts Receivable.
- Reviews new vendor requests and obtains W-9s.

- Assists in preparation of annual tax documents.
- Participates in annual audit and 990 preparation for requirements reporting.

General Office Support

- Perform general administrative functions such as reception desk support as needed for visitors and callers, board and special committee meeting set-up, office supplies order, etc.
- Coordinate with property management company for service and maintenance needs.
- Facilitate essential office systems and support service. Ensure vendors are providing necessary support to fulfill service level agreements. Systems include but are not limited to telephone & fax, postage machine, copier.
- Maintain office filing and retention schedule for proper records maintenance.
- Takes accurate meeting minutes for executive board and council meetings.
- Prepares general correspondence and reports.

Membership & Registration Support

- Assists with data entry of membership dues information,
- Assists with TLA event and program registration and attendee management support through use of databases and virtual event platforms.
- Assists in production of registration reports as well as registration-related meeting materials, such as attendee lists, CE credits and certificates.

General

- Assists the Executive Director as needed
- Other duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Associates Degree or higher strongly preferred, but experience may be considered in lieu of education.
- Five to seven years of related work experience required.

Technology Skills:

- Proficient Microsoft Office programs (Word, Excel, PowerPoint)

- Access database experience ideal.
- Experience with current business office technology systems such as VoIP, Zoom, Microsoft Teams, use of copiers and postage machines.
- Previous experience with CRM or AMS software preferred

Qualifications/Experience:

- A basic knowledge of bookkeeping and QuickBooks Enterprise experience
- Experience working in associations with volunteers and large conferences and meetings a plus.
- Excellent verbal and written communication skills.
- Reliable, self-starter with excellent time management and organization skills.
- Can-do problem solver with ability to thrive in a fast-paced, collaborative, team environment.
- Quick and inquisitive learner.
- Ability to lift 20 lbs.
- Ability to travel within the State of Texas.
- Position contingent on passing criminal background check.

Salary & Benefits:

Salary Range: Commensurate upon experience

Excellent employee benefits provided including:

- Company-paid employee health, vision, dental, and ADD insurance
- Employer-matching 401(k) retirement fund up to 7%
- 21 paid holidays each year
- 10 paid vacation days each year
- 12 paid sick/3 personal days each year
- Flexible working hours with a schedule between 7:00 to 5:30
- Option for remote work up to 20% after initial training period of 3-6 months

To apply please submit your resume, cover letter, salary requirements and availability to:

Shirley Robinson, CAE
Executive Director, Texas Library Association
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