

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **AMH Coordinator**

Dept.: **Facilities Management Services**

Job Code Number: **20305**

Reports to: **Director of FMS**

Grade Number: **18, Non-represented**

Effective Date: **January 2012**

FLSA Status: **Exempt**

General Position Summary

Develops strategies and coordinates implementation and maintenance of Automated Material Handling (AMH) systems and services across KCLS including Library Self Check-in, staff induction and Tote Check-in and Automated Central Sorting. Oversees ongoing effectiveness of the library staff-user experience of the AMH system and its successful and reliable performance. Provides project leadership through concept, design, procurement, and implementation.

Essential Duties/Major Responsibilities:

1. Plans and coordinates development and design of AMH systems and processes. Develops strategies for implementation and upgrades. Coordinates AMH impact with architects, construction coordinators, directors, managers and other KCLS staff as needed to implement projects and services.
2. Evaluates operations and effectiveness of AMH systems and use by the public at individual libraries. Identifies maintenance and operational needs and develops support programs.
3. Leads AMH Service Specialist, including training, scheduling, coaching, and monitoring and assisting with hiring and evaluating.
4. Coordinates AMH troubleshooting and serves as primary contact for AMH support and as liaison to staff, other libraries and vendors.
5. Manages relationships with AMH vendors and coordinates delivery and quality control of project contract deliverables.
6. Ensures that AMH systems are developed and delivered in compliance with KCLS policies and standards, and meets all required guidelines, regulations and budgetary constraints. Proposes annual AMH budgets.
7. Maintains key relationships and coordinates communication with AMH support staff in libraries. Coordinates and facilitates staff AMH user groups and meetings.
8. Develops and administers staff training.
9. Keeps abreast of new AMH industry trends and best-practices coordinating long-term vision of the AMH system with the overall KCLS strategic plan.

Secondary Duties:

1. Participates as a member of the FMS management team.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties as assigned.

Communication:

This position communicates frequently with KCLS employees, ITS staff, and vendors. A friendly, organized, and service-oriented disposition is a must. Contacts are predominantly made on the incumbent's own initiative or are initiated by a third party, and occasionally contacts are made at the supervisor's request. Communication frequently involves speaking in front of both large and small groups. The position has a requirement to interact with AMH users frequently and communication will occasionally involve confidential/sensitive information requiring good judgment and discretion.

Initiative:

The position functions with some supervision for new or unusual situations or assignments. Guidance and direction are available upon request. Work regularly calls for decision, problem solving and/or recommendations within scope of position responsibilities. The position has a frequent responsibility for creation, development, design or problem solving of new programs, methods, systems or procedures associated with AMH systems. The requirement to create new solutions and processes is an important aspect of the position. Approximately half of the work time is spent on creative or developmental endeavors requiring both original work and substantial refinement of previous practices. The incumbent will often perform duties with little or no direction given. Priorities may change frequently.

Accountability:

Systems administered by this position have a significant impact on library operations, revenues, and expenses. Dollar amounts influenced by decisions are significant. Responsibility for the prudent use of assets, including time, material, or labor is significant. Library image is positively or negatively influenced by results of personal work. Consequences of success or failure of job responsibilities is very important to library operations.

Positions at this level require economic planning, budgeting and goal-setting skills. Plans must consider options and contingencies, and must include methods for handling any difficulties encountered. Positions at this level typically plan economic issues as part of a group activity and focus on the impact that the plan has on others. Supervisory level positions might typically function on this level. Program development, which could be significant, is also part of the job responsibilities.

Leadership:

The position has a mentoring role as a lead in not only demonstrating and acting in accordance with library values, but actively promoting KCLS values across the organization and acting in accordance with customer satisfaction.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from a college or university with an undergraduate or graduate degree in technology, mechanical engineering, information science, or a closely related field;
- Two years of progressively responsible work experience relating to customer services combined with project management;
- Experience implementing large projects in teams is preferred;
- Or an equivalent combination of training and experience that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

Necessary Knowledge, Ability and Skills:

- Thorough understanding of complex technical problem resolution.
- Thorough understanding of project management and customer service practices and tools.
- Considerable knowledge of products, idioms, and technology services pertinent to the library automation field.
- Knowledge of library values, operations, needs and issues.

Ability to:

- Read blueprints and complex machine and software designs.
- Manage software tables and interface parameters.
- Plan, budget, coordinate and implement projects, maintenance and updates, adapting to changing needs.
- Use diplomacy and tact to establish and maintain positive relationships with KCLS employees and vendors.
- Clearly, succinctly, and effectively communicate ideas and thoughts both verbally and in writing.
- Work independently and in a collaborative team environment.
- Ability to manage time effectively and maintain organization despite interruptions.

Skill in:

- Listening to, understanding and interpreting information received from system's users.
- Assessing and analyzing situations/problems and logically finding solutions.

- Managing complex technical and service situation and improvise in crisis.
- Work collaboratively in a team environment to find solutions to problems.
- Observing or paying attention to details.
- Exercising initiative.

## SPECIAL REQUIREMENTS

The job incumbent must have a valid Washington State driver's license.

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

Most work is performed in a standard office setting with frequent fieldwork required. The noise level in the work environment is usually quiet to moderately noisy. Work involves risk of electrical shock and near moving mechanical parts. The job incumbent maintains an on-call status and responds to maintenance emergencies.

### Advancement Possibilities:

Depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR