

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Assistant Manager - Shipping**

Dept: **Facilities Management Services**

Job Code Number: **10382**

Reports to: **Manager – Shipping**

Grade Number: **15, Non-represented**

Effective Date: **January 2007**

FLSA Status: **Exempt**

General Position Summary:

Oversees and supervises assigned shipping department staff including hiring, training, determining work assignments and schedules, performance evaluation and corrective action. Position is responsible for department payroll accuracy, vacation and absence forms and resolving schedule conflicts. Provides back up to all shipping department positions, as needed. Acts for the Manager - Shipping when the incumbent is absent.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provide overall leadership to assigned Shipping Department staff including their hiring, training and development, performance appraisal and other human resources issues. Assist Manager with leadership of Shipping Department.
2. Schedule staff to meet anticipated work demands and maintain adequate staffing levels to meet the system's needs. Assure that staff work safely and in compliance with state and federal safety regulations.
3. Coordinate workflow within the department and with other departments and branches. Shipping responsibilities include but are not limited to sorting, delivering and processing mail, shipments and library materials; processing overdue and holds notices for mailing; charging materials to designated library using online circulation system; preparing surplus materials for sales. Assist manager with integrating new operations with the existing ones.
4. Oversee proper performance of Automated Materials Handling System, including operations, diagnostics and training in safety guidelines. Plan and oversee preventive maintenance on plant machinery.
5. Assume responsibilities of the manager during absences; interpret KCLS policies to staff; resolve problems.
6. Provide input into short and long-range shipping department goals, objectives and plans.
7. Assure compliance with U.S. Postal Service requirements.
8. Assist in performing various duties within the department as workload and staff absences dictate.

Secondary Duties:

1. Perform other related duties as assigned.

Communication:

Position must be able to communicate on a regular basis with staff, individuals in other departments and at the community libraries and may have an impact on customer service.

Initiative:

Position functions with general supervision and a set of broadly understood expectations either written or applied. Situations call for exercise of limited discretion and decision making within specific organizational policy constraints and guidelines. The position is responsible for solving problems that affect own workflow and process and for working with others to solve problems that may affect others within the department and potentially some or all of the departments and libraries. The position normally encounters recurring work situations with occasional variations from the norm and operates with a moderate degree of supervision.

Accountability:

The position encounters frequent interruptions requiring maximum flexibility. The position must consider own work as well as that of others and forecast department needs for the near future. Decisions typically affect the department and may occasionally affect other work units. Position has a moderate but distinct influence on library operations and is responsible for the prudent use of assets, including time, material and labor. A delay in work could cause a disruption in service to any/all branches and departments leading to work flow problems and poor customer service. A supervisor checks work occasionally.

Leadership:

Position is responsible for mentoring as a supervisor and is responsible for role modeling and promoting KCLS values within the department and providing excellent service to customers.

DESIRED MINIMUM QUALIFICATIONS

Education/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 2-year college or equivalent with supervisory training plus the addition of two years of experience with automated systems, materials handling and shipping with supervisory experience or training.

Necessary Knowledge, Abilities and Skills:

- Working knowledge of human resources and employment law.
- Working knowledge of principles of supervision and management.
- Working knowledge of materials handling and shipping functions.
- Considerable knowledge of English.

Skill in:

- Conducting interviews and selecting individuals for hire.
- Developing and training staff members.
- Using appropriate computer software and hardware.
- Speaking and understanding English.
- Establishing and maintaining good customer relations.
- Providing positive leadership to subordinate staff.

Ability to:

- Effectively teach and train others.
- Assess workflow and assign work as needed.
- Use diplomacy and tact to establish and maintain relationships with internal customers, subordinates, peers and superiors.
- Develop and maintain positive relationships with library staff.
- Listen to, coach, counsel and discipline staff.
- Read, speak, write and understand the English language.
- Communicate effectively both verbally and in writing.
- Oversee a seven-day per week operation.
- Respond as needed when on-call.
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SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required and ability to obtain forklift certification.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus. Heavy workload, constant turnover and changing staffing schedules must be dealt with on a regular basis. There may be some exposure to angry or hostile individuals. Position may be required to operate delivery truck, book truck, hand truck, lift table, tilt table, mailing machine, and electronic scale. Position frequently pushes/pulls up to 150 pounds, and may lift up to 50 pounds.

WORK ENVIRONMENT

Shipping department is a high-volume operation involving open workspace combined with individual work areas. The work is performed in a team environment.

Advancement Possibilities:

Open 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: _____
HR Director

Draft: 4/02/04
Final: 4/08/04
Revised: 07/27/09