

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Manager – Materials Distribution Services**

Dept: **Facilities Management Services**

Job Code Number: **10381**

Reports to: **Director of FMS**

Grade Number: **20, Non-represented**

Effective Date: **January 2010**

FLSA Status: **Exempt**

General Position Summary:

Manage the daily operations of the Materials Distribution Services Department to assure effective provision of shipping, mail and related services. The incumbent is responsible for deliveries to and from all library branches seven days a week.

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 the Materials Distribution Services Department staff including their selection, training and development, performance appraisal and other human resources issues.
2. Establish priorities and schedule staff to meet work demands. Materials Distribution Services responsibilities include sorting, delivering and processing mail, shipments and library materials; charging materials to designated library using online circulation system; preparing surplus materials for the system-wide book sales, and storing and shipping library supplies.
3. Coordinate workflow within the department and with other departments and branches. Integrate new services with the existing ones.
4. Assess workflow processes and ergonomics and develop plans to improve efficiency and services.
5. Assure that services performed by the staff are performed safely and comply with state and federal safety regulations.
6. Actively participate as a member of the Facilities Management Services Management Team.
7. Participate in preparation of the department's annual budget, and submit budget request on an annual basis; monitor, approve expenditures, and assure efficient and economical utilization of department resources. Perform administrative record keeping and reporting, including financial and activity reports, and timesheets.
8. Respond to inquiries from library staff and vendors.
9. Assist in performing various duties within the department as workload and staff absences dictate.
10. Assure compliance with Library policy, and Human Resources Department requirements. Assure that the Library facility and equipment, particularly the Automated Materials handling system at Preston, are in good working order. Resolve or report maintenance

problems. Ensure proper maintenance is being performed on materials handling equipment. Maintain adequate supplies.

Secondary Duties:

1. Serves as a member of various committees, as assigned or required.
2. Perform other related duties as assigned.

Communication:

This position has regular responsibility for contact with individuals in other departments and at the community libraries and may have an impact on customer service. Adverse or positive consequences may result from these interactions. Contacts are either by phone or face to face. Sensitive or confidential information, such as employee performance issues, is regularly discussed, necessitating discretion.

Initiative:

Incumbent is responsible for developing practices and procedures for the department or facility, and for problem solving with others within own department and across departments in support of KCLS objectives. Position is responsible for ensuring that priorities are balanced and new operations integrate with existing operations. The job involves a high degree of complexity, and is performed independently with minimal supervision. Work involves frequent new and varied situations. Decisions are made within general organizational policy constraints/guidelines.

Accountability:

Position involves frequent interruptions with maximum flexibility required. The position requires refined planning and goal-setting skills, with some strategic planning at facility/department level, most done independently. The position makes decisions that have broad/far reaching impact across KCLS. An error could result in service delays, or in insufficient budget for staffing, supplies or equipment. A delay in work could cause a disruption in service to any/all branches leading to work flow problems and poor customer service. Due to the large size of the staff and system wide impact of the department, this position has distinct influence on library operations, expense or budgetary outcomes, staff, vehicles, equipment, and supplies for the department. Record keeping responsibilities include department workflow volumes, and confidential personnel records.

Leadership:

Position is responsible for mentoring as a manager to pages, clerks, intermediate and senior clerks, and drivers. The position is responsible for role modeling and promoting organizational values and providing excellent service to internal and external customers.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

- Bachelor's degree, or an equivalent combination of education and training which demonstrates the ability to perform the duties and responsibilities of the position at an advanced level.
- Three to five years of materials distribution related experience to include distribution and materials handling, preferably in a library environment, with at least two of which were in a supervisory capacity.

Necessary Knowledge, Abilities and Skills:

- Computer programs such as Word, Access, Intranet, Internet, and e-mail.
- Working Knowledge of the principles and practices of supervision.
- Considerable knowledge of shipping, logistics, and materials management.

Skill in:

- Personal and work group organization.
- Use of standard office suite software.
- Effective written and verbal communication.

Ability to:

- Develop and implement procedures, prepare reports and maintain other records as requested or required.
- Establish and maintain effective working relationships.
- Hire, retain, manage, mentor, lead and motivate staff effectively.
- Exercise initiative and independent judgment in a wide variety of situations.
- Oversee a seven-day per week operation.
- Respond as needed when on-call.
- Recognize and set priorities, and to plan, organize and direct the work of others.
- Work a varied schedule, which may change periodically, including evenings and weekends.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required along with ability to meet insurance carrier's driving record requirements.

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. Position may be required to operate book truck, hand truck, lift table, mailing machine, and electronic scale.

WORK ENVIRONMENT

Materials Distribution Services department is a high-volume operation involving open workspace combined with individual work areas. The work is performed in a team environment. This position encounters new, unusual, hectic, demanding or hazardous situations almost on a daily basis.

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: _____
Director of HR

Final: 7/31/01
Revised: 4/25/05
Revised: 8/12/09
Title change: 4/18/11