

# Delivery Coordinator

JOB TITLE: Delivery Coordinator

FLSA STATUS: Non-exempt

GRADE: 36

DEPARTMENT: Technical Services

APPROVED DATE: 12/2020

REVISED DATE: 02/2022

## Job Summary

Perform a wide variety of tasks from all areas of Circulation and Delivery Services as Coordinator to include arranging for special deliveries; serving as point person for vehicle breakdowns; transporting library materials, equipment, and mail; and processing in all areas of Circulation, to contribute to the Library District's effective operation providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

## We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

## Essential Functions

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.*

1. Function as coordinator. Create monthly driver schedules; provide periodic training in such areas as routes, efficient movement of materials, and proper vehicle operation; act as point person for vehicle breakdowns; and arrange for vehicle pick-up and delivery needs. Organize special deliveries as needed to support the organization and provide daily log information for all routes.

2. Perform minor maintenance of assigned vehicles. This includes such work as: inspect vehicles for general safety; check fluid levels, tires, and brakes; replace fluids, wiper blades, and other uncomplicated maintenance; and arrange for vehicle service and repair on a scheduled basis.
3. Coordinate transport of library materials, equipment, and mail throughout the Library District's areas of operation as needed. This includes such tasks as: loading and unloading delivery vehicles using hand carts; act as back-up for driving delivery vehicles to specified locations on established routes and schedules; cash handling with proper signatures, packing, unpacking, and sorting materials and mail. May make deliveries to community libraries during times when they are closed, requiring incumbents to secure those facilities, deactivating and activating security systems, and maintaining secure custody of facility keys.
4. Provide effective and efficient library support services including: prepare all library collections with proper documentation; receive all incoming shipments, unpack, verify shipment, and sort appropriately; check in all library materials using the acquisitions module in the integrated library system; transport library materials to designated areas; perform basic data entry for statistical reports and respond to staff questions and requests.
5. Perform tasks to prepare materials for circulation and customer use such as: stamp property stamp on printed materials; place book jackets, barcodes, and labels such as spine and genre/interest labels on materials; link items in the integrated library computer system; process unprocessed media; inspect media for broken cases, cleaning, and repair; sort and route materials to proper libraries; maintain records and prepare information for claiming discrepancies in annual subscriptions; and verify accuracy of fields in the integrated library computer system.
6. Perform circulation services that may include tasks such as: locate requested items using the integrated library computer system, request their transfer from community libraries, and record their return; process holds and distribute throughout the Service Center; and prepare book discussion kits for community libraries.

### **Additional Duties and Responsibilities**

1. May be designated in charge in the absence of Circulation & Delivery Services Manager
2. Prepare correspondences and reports.
3. Train new staff as needed.
4. Attend meetings, trainings, and workshops as assigned.

5. Assist with special projects as required.
6. Perform other duties as assigned.

## **Supervision**

The position reports to Circulation & Delivery Services Manager. Supervision of the work of others is not a normal part of this job; however, the position may guide project work of volunteers or temporary staff.

## **Knowledge, Skills, and Abilities**

1. Thorough knowledge of alpha and numeric systems for arranging library materials as well as automated bibliographic identification at a basic level.
2. Thorough knowledge of the operation of delivery vehicles such as light and medium duty trucks, vans, and pickups.
3. Thorough knowledge of general safety rules and principles and all Washington State driving regulations.
4. Knowledge of highway map and sign reading.
5. Knowledge of established practices and procedures for an integrated library system (ILS).
6. Knowledge of library resources, programs, and services in a public library.
7. Strong customer service and communication skills.
8. Strong organization and attention to detail.
9. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
10. Ability to work independently and to set priorities.
11. Ability to lift, carry, push, pull, sort, load, and unload library material and other equipment.
12. Ability to operate hydraulic lift gates and hand trucks.
13. Ability to perform minor vehicle maintenance and other standard vehicle operating equipment.
14. Ability to communicate effectively with diverse audiences.
15. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
16. Ability to maintain security and confidentiality of library materials and equipment.

17. Ability to possess a current Washington State driver's license, be insurable for vehicle operation, free of any traffic moving violations or chargeable vehicle accidents for a period of not less than three consecutive years.
18. Ability to provide current abstract of driving record; basic manual work techniques and use of basic tools. Must have or be able to obtain a driver abstract at the time of employment.

## **Education and Experience**

*Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:*

1. High School diploma or G.E.D. required. Associate's degree preferred.
2. Six months to one year of related experience required or equivalent combination of technical training and related experience including driver education, passing of driver licensing requirements in the State of Washington, and a brief period of supervised driving to acquire appropriate proficiency in safe and efficient vehicle operation.

## **Physical and Environmental Conditions**

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent is required to operate computers. An incumbent must regularly move objects or materials weighing up to 50 pounds. This includes transfer of books and other materials from floor level to shelves, use of hand trucks manual or mechanical.

Most of the work is carried out within a generally accessible, safe, indoor environment. The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

The incumbent may occasionally sit and operate a delivery vehicle. Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.