

DELIVERY DRIVER II

FLSA Status: Non-Exempt

Summary

Under direct supervision of the Delivery Supervisor, assists in leading the delivery and sorting teams to ensure they safely, courteously, accurately and efficiently sort and transport library materials between PLS libraries.

Distinguished from the Delivery Driver I by the amount of driving and supervisory experience required. A Delivery Driver II works under general supervision and, within a framework of established procedures, is expected to perform a variety of more complex operational duties with only occasional assistance.

Organizational Impact

- Assists in leading critical and time-sensitive service to PLS libraries.
- Primary customer service point of contact.
- Makes interlibrary loan between PLS libraries possible.

Essential Duties and Responsibilities:

- Assists Delivery Supervisor in managing the PLS delivery function, including meeting with PLS Delivery Managers, hiring, scheduling and training to ensure drivers maintain ongoing cordial and professional rapport with library personnel.
- Loads, unloads, and drives to deliver books and other library materials correctly within the Peninsula Library System service area without damage and regardless of weather conditions.
- Functions as the head of the delivery team in the absence of the Delivery Supervisor and may supervise other employees as assigned.

Other Job Duties:

- Maintains delivery vans and AMH equipment, including repairs.
- Manages all Internet Archive operations and other special deliveries.
- Manages delivery team supplies, restocking as needed.
- Suggests more efficient route designs.
- Creates and maintain written instructions and directions for delivery routes.
- Frequently assists in sorting delivery material.
- Studies productivity statistics in real time to improve operations efficiency.
- Reports accurately on delivery statistics analysis, interlibrary loan statistics, SMC special projects, and vehicle fuel usage.
- Initiates, plans, and orchestrates special projects such as new AMH interfaces, remodeling of the operations facility, or new delivery-instruction tags.

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

	Required	Preferred
Education	Valid California driver's license in good standing High school diploma	
Experience	Minimum 3 years driving experience 1+ years management including hiring, training, scheduling and discipline 1+ years direct customer service 6+months driving heavy-duty cargo vehicle or similar heavy equipment	1+ years driving heavy-duty cargo vehicle or similar heavy equipment 1+ years using statistics to generate reports
Knowledge	Customer service, communication and conflict resolution principles Vehicle maintenance and repair	Ability to navigate efficiently while driving safely Values and principles of librarianship to enhance customer relations Excel and statistical recording
Skills and Abilities	Ability to effectively multi-task in challenging or chaotic situations Ability to accurately identify product to ensure the correct product, in satisfactory condition, is located on the trailer/truck and unloaded at customer locations Excellent customer service, patience, communication and conflict resolution skills with the ability to develop the same in others Ability to carefully evaluate information and make the best possible strategic decisions Sincere consideration for the well-being and professional development of coworkers Good time- and stress-management, planning and organizational skills	Ability to accurately compute and maintain file or record of inter-library delivery statistics Route planning skills

Work Environment and Physical Demands:

Ability to bend, lift and carry 30-75lbs. repeatedly throughout the work day, sometimes carrying the load while walking from vehicle parking area to the delivery location over uneven terrain.

Ability to carefully and properly load and unload materials from library locations, central headquarters and back.

Ability to move library materials and other heavy equipment and supplies over a period of 6 and occasionally up to 8-hour period.

Safely operate heavy duty cargo vehicle. Drive for up to 8 hours a day. Operate a hand truck.