

DELIVERY SERVICES SUPERVISOR

FLSA Status: Exempt

Summary

This position oversees the functional and day-to-day activities related to sorting and delivery for the Peninsula Library System (PLS). Under direction of the Assistant Director, leads the delivery team to ensure they safely, courteously, accurately and efficiently sort and transport library materials between (PLS) libraries.

Organizational Impact

- Leads a critical and time-sensitive service to PLS libraries.
- Responsible for hiring, training, scheduling and managing staff.
- Finds effective solutions for technical, staff, or vendor problems.
- Liaisons with several vendors providing services to other bay area library systems, including Bay Area Library and Information System (BALIS), Monterey Bay Area Cooperative Library System (MOBAC), Silicon Valley Library System (SVLS).

Essential Duties and Responsibilities:

- Manages every aspect of the day-to-day operations of the Delivery unit.
- Works closely with PLS administrative staff including accounting, human resources, and the Peninsula Library System Automated Network (PLAN) to maintain department operations.
- Responsible for hiring and training of new drivers and sorters.
- Manages team of drivers and sorters to ensure adherence to outlined processes and procedures as well provide ongoing training and feedback.
- Maintains a quality material delivery service to PLS libraries, one where all drivers and sorters maintain ongoing cordial and professional rapport with library personnel.
- Schedules and manages drivers transporting materials between libraries.
- Schedules and manages sorting processes for delivery.
- Manages equipment and vehicle repairs, maintenance, supplies, and vendors.
- Crisis management of delivery service including communication with administrative staff and any affected libraries.
- Assists in the development and management of the Delivery Services annual budget
- Responsible for weekly/monthly cost analysis and expenditure reports as they pertain to the day-to-day business.
- Monitors and Maintains external vendor accounts to ensure appropriate billing/service levels.

- Liaises with PLS Committees as assigned, including the PLS Circulation Managers Committee
- Coordinates with external couriers for service to other regions within the bay area
- As backup to the regular route drivers, loads, drives to assigned libraries and unloads library material bins, deposit bags and interoffice mail as needed.
- As backup to the regular sorters, receives and sorts library materials; receives, sorts, and delivers interoffice, external mail and other materials from deliveries in a timely manner.

Other Job Duties:

- Inspects vehicles daily; resolves any problems, maintenance or cleaning.
- Designs efficient delivery routes and schedules.
- Leads staff sorters in receiving, routing and packing library materials.
- Evaluates staff informally and in formal performance evaluations.
- Devises and implements vehicle maintenance schedules and service contracts.
- Specifies vehicle requirements and otherwise assists in vehicle procurements.
- Recommends changes or improvements, including in delivery routes.
- Reports accurately on delivery statistics analysis, interlibrary loan statistics, special delivery projects, and vehicle fuel usage.
- Manages PLS instance of San Mateo Motor Pool account.

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 driver's license in good standing High school diploma	College classes or other formal training in management, scheduling, customer service, contracts, or vehicle maintenance/repair
Experience	1+ years lead including hiring, training, scheduling and discipline 2+ years direct customer service	2+ years delivery management 1+ years delivery driving heavy-duty cargo 1+ years recording and using statistical data
Knowledge	Customer service, communication and conflict resolution principles Management, leadership and training Vehicle maintenance and repair Excel and statistical recording	Defensive driving training Ability to navigate efficiently while driving safely Values and principles of librarianship to enhance customer relations
Skills and Abilities	Strong ability to respond quickly and well to unexpected problems Excellent customer service, patience, communication and conflict resolution skills with the ability to develop the same in others Stress management Route planning skills Ability to lift and move 30-75 pounds repeatedly throughout the workday	Ability to accurately compute and maintain file or record of inter-library delivery statistics

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.

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.