

## SORTER II

FLSA Status: Non-Exempt

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### Summary

Under direct supervision of the Delivery Supervisor, assists in leading the delivery and sorting teams to ensure the safely, courteous, accurate and efficient sort and transport of library materials between PLS libraries. Accurately sorts and processes library materials and mail received at the PLS delivery center. Efficiently prepares materials for distribution by delivery drivers.

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

### Organizational Impact

- Assists in leading critical and time-sensitive service to PLS libraries.
- Inaccuracy would cause libraries to give poor service.
- Makes sharing of materials between PLS libraries possible.

### Essential Duties and Responsibilities:

- Assists Delivery Supervisor in managing the PLS sorting function, including meeting with PLS Delivery Managers, scheduling and training to ensure sorters maintain ongoing cordial and professional rapport with peers and library personnel.
- Receives and sorts library materials; receives, sorts, and delivers interoffice, external mail and other materials from deliveries in a timely manner.
- Accurately sorts and organizes materials for proper delivery to ultimate destination: crate, pack or bag as appropriate and instructed; sorts interlibrary loan materials and prepares out of system shipments.
- Operates and performs basic maintenance, cleaning, and troubleshooting on equipment used for sorting, including the Automated Materials Handling Machine.
- Functions as the head of the delivery team in the absence of the Delivery Supervisor and Delivery Driver II and may supervise other employees as assigned.

### Other Job Duties:

- Creates and maintains written instructions and directions for sorting procedures.
- Studies productivity statistics in real time to improve operations efficiency.

- Initiates, plans, and orchestrates special projects such as new AMH interfaces, remodeling of the operations facility, or new delivery-instruction tags.
- Posts USPS mail and other shipping services; determine correct postage for various classes of outgoing mail; weigh large or heavy material for correct postage.
- Gathers required tallies and statistics (e.g. items not run through the AMH such as small electronic equipment, kits, programming supplies, etc.)
- Operates and performs basic maintenance on postage scale, and postage metering machine.

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.

	<b>Required</b>	<b>Preferred</b>
<b>Education</b>	High school diploma	
<b>Experience</b>	<p>Minimum 1 year sorting experience</p> <p>1+ years management including hiring, training, scheduling and performance management</p> <p>1+ years direct customer service</p>	3+ years general work experience
<b>Knowledge</b>	<p>Customer service, communication and conflict resolution principles</p> <p>Basic mathematical principles</p> <p>Principles and procedures of record keeping</p> <p>Basic alphabetical and numeric filing methods</p> <p>Basic computer skills</p>	
<b>Skills and Abilities</b>	<p>Ability to effectively multi-task in fast-paced environment</p> <p>Ability to accurately identify product to ensure the correct product, in satisfactory condition, is sorted to appropriate bin/location</p> <p>Ability to carefully evaluate information and make the best possible strategic decisions</p> <p>Ability to understand and carry out oral and written instructions.</p> <p>Ability to cooperate and work well with others</p> <p>Ability to learn the PLS distribution and sorting system, proper postage rates, and the mailing rules of the US Postal Service and other shipping agencies</p> <p>Ability to operate postal and sorting machinery and equipment; use computerized data and communication systems</p> <p>Ability to perform routine work accurately and within a schedule; maintain accurate records</p>	

	<p>Excellent customer service, patience, communication and conflict resolution skills with the ability to develop the same in others</p> <p>Sincere consideration for the well-being and professional development of coworkers</p> <p>Good time-management, planning and organizational skills</p>	
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**Work Environment and Physical Demands:**

Utility area work environment. Work is primarily done standing.

Must be able to stand, bend, lift, stretch, twist, and squat for extended periods of time.

Must lift 30-50 pounds.

Must be able to collaboratively as appropriate, push hand trucks or carts with loads of up to 200lbs and to carefully, properly and safely load and unload materials.