KING COUNTY LIBRARY SYSTEM
Job Description

Title: AMH Supervisor
Dept.: Facilities Management Services
Reports to: Director of FMS
Effective Date: Revised January 2019
Job Code Number: 20305
Grade Number: 18, Non-represented
FLSA Status: Exempt

General Position Summary:
Develops strategies and coordinates implementation and maintenance of Automated Material Handling (AMH) systems and services across KCLS including Library Self Check-in, staff induction and Tote Check-in and Automated Central Sorting. Oversees ongoing effectiveness of the library staff-user experience of the AMH system and its successful and reliable performance. Provides project leadership through concept, design, procurement, and implementation.

Essential Duties/Major Responsibilities:

1. Plans and coordinates development and design of AMH systems and processes. Develops strategies for implementation and upgrades. Coordinates AMH impact with architects, construction coordinators, directors, managers and other KCLS staff as needed to implement projects and services.
2. Evaluates operations and effectiveness of AMH systems and use by the public at individual libraries. Identifies maintenance and operational needs and develops support programs.
3. Leads AMH Service Specialist, including training, scheduling, coaching, and monitoring and assisting with hiring and evaluating.
4. Coordinates AMH troubleshooting and serves as primary contact for AMH support and as liaison to staff, other libraries and vendors.
5. Manages relationships with AMH vendors and coordinates delivery and quality control of project contract deliverables.
6. Ensures that AMH systems are developed and delivered in compliance with KCLS policies and standards, and meets all required guidelines, regulations and budgetary constraints. Proposes annual AMH budgets.
7. Maintains key relationships and coordinates communication with AMH support staff in libraries. Coordinates and facilitates staff AMH user groups and meetings.
8. Develops and administers staff training.
9. Keeps abreast of new AMH industry trends and best-practices coordinating long-term vision of the AMH system with the overall KCLS strategic plan.

Secondary Duties:
1. Participates as a member of the FMS management team.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties as assigned.

Core Competencies:
Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization’s values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Coaching and Counseling
Facilitates the development of other’s knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Managerial Courage
Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Accountability
Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

Organizing and Planning
Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

Decision Quality
Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from a college or university with an undergraduate or graduate degree in technology, mechanical engineering, information science, or a closely related field;
- Two years of progressively responsible work experience relating to customer services combined with project management;
- Experience implementing large projects in teams is preferred;
- Or an equivalent combination of training and experience that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

Valid Washington State driver’s license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands to grasp objects, computers/office tasks and materials. Frequently required to stand and walk and reach out with hands and arms, frequent neck and waist twisting. Frequently bending and squatting to inspect lower items and occasionally kneels. Will seldom crawl to access crawlspaces will occasionally climb ladders to access roofs or higher locations. The employee will seldom lift up to 100 pounds and occasional lift up to 50 pounds and frequently 20 pounds. Will push/pull carts and various items using light to moderate force.

WORK ENVIRONMENT

Most work is performed in a standard office setting with frequent fieldwork required. The noise level in the work environment is usually quiet to moderately noisy. Work involves risk of electrical shock and near moving mechanical parts. The job incumbent maintains an on-call status and responds to maintenance emergencies.

Advancement Possibilities:
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
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