Title: Assistant Manager - Materials Distribution Services
Dept: Facilities Management Services
Reports to: Manager - Materials Distr. Services
Effective Date: Revised January 2019

General Position Summary:

Oversees and supervises assigned shipping department staff including hiring, training, determining work assignments and schedules, performance evaluation and corrective action. Position is responsible for department payroll accuracy, vacation and absence forms and resolving schedule conflicts. Provides back up to all shipping department positions, as needed. Acts for the Manager - Materials Distribution Services when the incumbent is absent.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provide overall leadership to assigned Materials Distribution Services Department staff including their hiring, training and development, performance appraisal and other human resources issues. Assist Manager with leadership of the department.
2. Schedule staff to meet anticipated work demands and maintain adequate staffing levels to meet the system’s needs. Assure that staff work safely and in compliance with state and federal safety regulations.
3. Coordinate workflow within the department and with other departments and branches. Materials Distribution Services responsibilities include but are not limited to sorting, delivering and processing mail, shipments and library materials; processing overdue and holds notices for mailing; charging materials to designated library using online circulation system; preparing surplused materials for sales. Assist manager with integrating new operations with the existing ones.
5. Assume responsibilities of the manager during absences; interpret KCLS policies to staff; resolve problems.
6. Provide input into short and long-range department goals, objectives and plans.
7. Assure compliance with U.S. Postal Service requirements.
8. Assist in performing various duties within the department as workload and staff absences dictate.
9. Overseer a seven-day per week operation; respond as needed when on-call.
Secondary Duties:

1. Perform 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.

Teamwork/Collaboration
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member’s strengths and differences.

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 2-year college or equivalent with supervisory training.
- Two or more years’ experience with automated systems, materials handling and distribution with supervisory experience or training.

SPECIAL REQUIREMENTS

Valid Washington State Driver’s License.

Ability to obtain forklift certification.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands to grasp objects, computers/office tasks and lift totes. Frequently required to stand and walk and reach out with hands and arms, frequent neck movements to observe workflow. Occasional bending and squatting to gather lower items. Seldom will squat and kneel/crawl to gather items or work under conveyor/belt, will also seldom climb ladders to work on crane. Up to occasional repetitive computer work for administrative tasks. The employee will seldom lift up to 40 pounds for loading totes and boxes. Will occasionally push/pull hand trucks using light force.

WORK ENVIRONMENT

Materials Distribution Services department is a high-volume operation involving open workspace combined with individual work areas. The work is performed in a team environment.

Advancement Possibilities:
Open 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 position if the work is similar, related or a logical assignment to the position.
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