KING COUNTY LIBRARY SYSTEM
Job Description

Title: Manager – Materials Distribution Services
Dept: Facilities Management Services
Reports to: Director of FMS
Effective Date: Revised January 2019

Job Code Number: 10381
Grade Number: 20, Non-represented
FLSA Status: Exempt

General Position Summary:

Manage the daily operations of the Materials Distribution Services Department to assure
effective provision of shipping, mail and related services. The incumbent is responsible for
deliveries to and from all library branches seven days a week.

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 the Materials Distribution Services Department staff including
   their selection, training and development, performance appraisal and other human resources
   issues.
2. Establish priorities and schedule staff to meet work demands. Materials Distribution Services
   responsibilities include sorting, delivering and processing mail, shipments and library
   materials; charging materials to designated library using online circulation system; preparing
   surplused materials for the system-wide book sales, and storing and shipping library supplies.
3. Coordinate workflow within the department and with other departments and branches.
   Integrate new services with the existing ones.
4. Assess workflow processes and ergonomics and develop plans to improve efficiency and
   services.
5. Assure that services performed by the staff are performed safely and comply with state and
   federal safety regulations.
6. Actively participate as a member of the Facilities Management Services Management Team.
7. Participate in preparation of the department’s annual budget, and submit budget request on an
   annual basis; monitor, approve expenditures, and assure efficient and economical utilization
   of department resources. Perform administrative record keeping and reporting, including
   financial and activity reports, and timesheets.
8. Respond to inquiries from library staff and vendors.
9. Assist in performing various duties within the department as workload and staff absences
   dictate.
10. Assure compliance with Library policy, and Human Resources Department requirements.
    Assure that the Library facility and equipment, particularly the Automated Materials
    handling system at Preston, are in good working order. Resolve or report maintenance
    problems. Ensure proper maintenance is being performed on materials handling equipment.
    Maintain adequate supplies.
11. Oversee a seven-day per week operation; work a varied schedule, which may change periodically, including evenings and weekends; respond as needed when on-call.

Secondary Duties:

1. Serves as a member of various committees, as assigned or required.
2. 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.

Building Effective Teams
Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

**Conflict Management**
Manages own reactions and resolves workplace conflicts in tandem with others effectively, works constructively; finds common ground and seeks appropriate solutions, can hammer out tough agreements and settle disputes inclusively and equitably.

**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.

**DESIRED MINIMUM QUALIFICATIONS**

**Education and Experience:**

- Bachelor’s degree, or an equivalent combination of education and training which demonstrates the ability to perform the duties and responsibilities of the position at an advanced level.
- Three to five years’ materials distribution related experience to include distribution and materials handling, preferably in a library environment, with at least two of which were in a supervisory capacity.

**SPECIAL REQUIREMENTS**

Valid Washington State Driver’s License, along with ability to meet insurance carrier’s driving record requirements.

**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. This position encounters new, unusual, hectic, demanding or hazardous situations almost on a daily basis.
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