

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Manager – Warehouse Operations**

Dept: **Facilities Management Services**

Reports to: **Director of FMS**

Effective Date: **November 2020**

Job Code Number: **10636**

Grade Number: **21, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Manage the space utilization, safety, cleanliness, and material flow of all building areas in KLCS warehouse facilities, in coordination with applicable department. Oversee Materials Distribution Services (MDS) operations to assure effective provision of deliveries, mail, and related services to and from all library branches and locations.

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. Determine and maintain best utilization of space in all KCLS warehouse facilities including the AMH crane and conveyor area, MDS warehouse operations, ITS inventory and work area, and FMS machine and wood shop, ensuring the cleanliness and safety of all managed spaces and applicable vehicles.
2. Establish optimal storage and flow for current and incoming technology equipment and supplies, furniture, building materials, and library materials, in coordination with departments and library branches when necessary.
3. Provide leadership to MDS department staff, specifically Drivers, Technicians, and the Section Supervisor – MDS, including their selection, training and development, performance management, and other human resource issues.
4. Establish delivery and distribution priorities and routes and schedule Drivers to meet work demands.
5. Oversee delete process and coordinate with buyers of deleted books.
6. Act as point of contact with the property owner of the business park and outside agencies to arrange material pickup and delivery.
7. Assess MDS and Service Center Mailroom workflow processes and activities and develop, implement, and evaluate plans for efficiency, safety, ergonomic, and service improvement.
8. Assure that services and tasks performed by staff are performed safely and comply with applicable state and federal safety regulations.
9. Actively participate as a member of the Facilities Management Services Management Team.
10. Participate in preparation of the department's annual budget. Monitor, approve expenditures, and assure efficient and economical utilization of department and public resources. Perform administrative record keeping and reporting, including financial and activity reports and timesheets.
11. Assure that the Library facility and equipment, particularly the Automated Materials

handling system and shipping vehicles at Preston, are in good working order and that proper maintenance is being performed regularly. Resolve or report maintenance problems.

Secondary Duties:

1. Provide back-up support to the Section Supervisor in the daily operations of the AMH crane/conveyor. Troubleshoot and clear equipment errors.
2. Assist in performing various duties within the department as workload and staff absences dictate.
3. Serves as a member of various committees, as assigned or required.
4. 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:

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

- 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 and 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