

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Shipping & Receiving Technician II**
Dept: **Collection Management Services**
Reports to: **Materials Management Supervisor**
Effective Date: **October 2022**

Job Code Number: **10515**
Grade Number: **9**
FLSA Status: **Non-exempt**
Union: **Represented (1857-M)**

General Position Summary:

This paraprofessional position provides technical and clerical support for the Collection Management Services (CMS) department. Works in a busy warehouse environment in all aspects of shipping and receiving including; library materials, US and interoffice mail, bulk mailings and packages. Works closely with other units in the CMS department and across the King County Library System to provide timely and efficient processing of incoming and outgoing materials.

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. Prepare and process outgoing packages, loose/bulk mailings, and pallets via carriers, couriers, and freight (e.g., USPS, FedEx, Amazon) on behalf of all Service Center departments.
2. Monitor the building's delivery entrance and accept shipments and inquiries from outside vendors. Notate and distribute incoming items to the appropriate department/individual.
3. Operate and maintain all postage equipment and software according to contracts. Monitor postage expenditures according to budget.
4. Unpack incoming CMS shipments. Shelf library materials on carts for use by processing and circulation teams.
5. Reconcile and track incoming library materials and enter into record management database or software system. May include downloading, updating, deleting and creating digital records.
6. Create and prepare reports and other materials and documents.
7. Resolve problems which may include late shipments, shortages, and other discrepancies by working with vendors and/or others to reach resolution.
8. Prepare and authorize invoices for payment. Reconcile account statements and research discrepancies.
9. Correspond via e-mail, fax, letter, and phone with KCLS staff and/or outside vendors, contractors or patrons. Perform various clerical duties such as, filing, faxing, answering phones, and photocopying.
10. Serve as a resource for others with questions or needing information. Research requests for information or materials as needed.

Secondary Duties:

1. Update and maintain assigned manuals and documentation used within the department.
2. Provide back up to others within department.
3. Participate in activities such as staff meetings, committee work, and trainings.
4. Perform other related duties, as assigned.

Core Competencies:

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.

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 from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & 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 foster personal success and connections for others.

Adaptability & Flexibility

Adapts and adjusts comfortably to changing or different situations, conditions, and work responsibilities in ways that still result in productive performance.

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/Collaborating

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.

Education and Experience:

A typical way of obtaining the ability to perform the job duties and responsibilities listed above and the knowledge, abilities and skills of the position is through:

- High school diploma or equivalent;
- Two years of shipping & receiving related experience;

- Considerable knowledge of MS Office software programs, computer use and troubleshooting skills; 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 driver's license.

Physical Demands:

While performing the duties of this job, the employee will stand/walk for up to 8 hours, constantly using hands in conjunction with finger use for unpacking. Tasks are switched often but can be occasionally repetitive. Will frequently bend, lift, stretch and reach below the waist and above the head. The employee will frequently lift/carry up to 40 pounds and push/pull carts using up to moderate force. Will often push/pull a flatbed truck up to 100 pounds.

Work Environment:

Work is primarily performed in a shipping/warehouse area with occasional time worked in an office/desk environment. Job requires flexibility to balance constant interruptions, while still meeting time sensitive work deadlines.

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

Latest Revision: October 2022