



## Courier Supervisor

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DEPARTMENT:	Courier
GRADE:	45
CLASS CODE:	3075
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	June 2019

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### Summary:

Under limited supervision, plans, coordinates, and supervises Courier Department operations, activities, and personnel for the Timberland Regional Library District. Performs related courier functions.

### Reporting Relationships and Team Work:

This position is supervised by and reports to the Operations Director.

### Essential Duties and Responsibilities:

*Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

1. Performs, oversees and coordinates the timely delivery and pick up of district library supplies and collection materials, including library equipment, boxes of books, deposits, receipts and other materials.
2. Trains new and substitute courier staff on departmental procedure, library locations, individual branch requirements, and safe driving practices. Recommends new hires, supervises staff and monitors courier staff performance.
3. Ensures staff compliance with departmental policies, procedures, and safe driving practices.
4. Interacts with management personnel regarding courier service requirements. Participates in planning and development of Collection Services objectives.
5. Conducts daily vehicle inspections and monitors for safety and general operating condition, including checking vehicle tire pressure, monitoring fluid levels, and



performing minor vehicle maintenance (such as replacing light bulbs and windshield wipers) as-needed.

6. Arranges for routine vehicle servicing and maintenance.
7. Actively directs data collection regarding the flow of library materials throughout the district.
8. Secures library facilities through the use of door keys and alarm systems.
9. Prepares and maintains a variety of departmental reports and records.
10. Performs other duties as assigned or required.

### **Core Skills and Qualities:**

*Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:*

1. Coordinating and providing training to courier personnel.
2. Supervising, leading, and delegating tasks and authority.
3. Establishing and maintaining effective working relationships with internal staff, outside organizations, and the general public.
4. Positively reflect TRL's mission, vision, and values to the staff and public.
5. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
6. Communicate effectively verbally and in writing.
7. Demonstrate quality customer service.
8. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
9. Demonstrate a positive attitude and flexibility.
10. Work well with others, show respect, contribute to the team.

### **Required Knowledge, Skills, and Abilities:**

*Employees are expected to perform or possess the following:*

1. The ability to operate a cargo van in adherence with federal and state driving laws and safe driving practices.
2. The ability to lift and transport loads of varying size and weight safely and ergonomically.
3. Minor vehicular maintenance and visual assessment of fleet vehicles.
4. Supervisory skills and the ability to train new courier staff.



5. Effective communication methods to coordinate and communicate with library personnel regarding courier service.
6. Customer service standards and procedures, and the ability to problem solve to meet the needs of staff and patrons.
7. Skill in gathering, analyzing and compiling data for statistical reporting, departmental records and databases.
8. Ability to maintain financial and statistical records; and to circulate instructional information according to established procedures.

### **Technology Requirements:**

#### **Required:**

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- Intermediate keyboard and data entry skills.
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews).
- Intermediate (or Basic) Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

#### **Desired:**

- Basic SharePoint skills.

### **Education and Experience:**

Five years courier experience, including three years supervisory experience; OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

### **Licenses, Certifications, and Special Requirements:**

- A valid Washington State Driver's License.
- Must possess and maintain a clean driving record.
- Must pass and maintain a criminal background check.

### **Physical and Environmental Conditions:**

- Work is performed in driving/courier environment.
- Subject to driving, standing, walking, bending, reaching, and lifting/carrying objects up to 65 pounds.
- Exposure to seasonal heat and cold, inclement weather, and general driving hazards.



The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.