

DELIVERY SERVICES SUPERVISOR

Salary Range: \$60,819 - \$81,494

Summary:

This position oversees the functional and day-to-day activities related to sorting and delivery for the Peninsula Library System (PLS). Under direction of the Assistant Director, leads the delivery team to ensure they safely, courteously, accurately and efficiently sort and transport library materials between (PLS) libraries.

Organizational Impact:

- Leads a critical and time-sensitive service to PLS libraries.
- Responsible for hiring, training, scheduling and managing staff.
- Finds effective solutions for technical, staff, or vendor problems.
- Liaises with several vendors providing services to other Bay Area library systems, including Bay Area Library and Information System (BALIS), Monterey Bay Area Cooperative Library System (MOBAC), and Silicon Valley Library System (SVLS).

Essential Duties and Responsibilities:

- Manages every aspect of the day-to-day operations of the Delivery unit.
- Works closely with PLS administrative staff including Accounting, Human Resources, and the Peninsula Libraries Automated Network (PLAN) to maintain department operations.
- Responsible for hiring and training of new drivers and sorters.
- Manages team of drivers and sorters to ensure adherence to outlined processes and procedures as well as provide ongoing training and feedback.
- Maintains a quality material delivery service to PLS libraries, one where all drivers and sorters maintain ongoing cordial and professional rapport with library personnel.
- Schedules and manages drivers transporting materials between libraries.
- Schedules and manages sorting processes for delivery.
- Manages equipment and vehicle repairs, maintenance, supplies, and vendors.
- Crisis management of delivery service including communication with administrative staff and any affected libraries.
- Assists in the development and management of the Delivery Services annual budget.
- Responsible for weekly/monthly cost analysis and expenditure reports as they pertain to the day-to-day business.
- Monitors and maintains external vendor accounts to ensure appropriate billing/service levels.
- Liaises with PLS Committees as assigned, including the PLS Circulation Managers Committee.

- Coordinates with external couriers for service to other regions within the Bay Area.
- As backup to the regular route drivers, loads, drives to assigned libraries and unloads library material bins, deposit bags and interoffice mail as needed.
- As backup to the regular sorters, receives and sorts library materials; receives, sorts, and delivers interoffice, external mail and other materials from deliveries in a timely manner.

Other Job Duties:

- Inspects vehicles daily; resolves any problems, maintenance or cleaning.
- Designs efficient delivery routes and schedules.
- Leads staff sorters in receiving, routing and packing library materials.
- Evaluates staff informally and in formal performance evaluations.
- Devises and implements vehicle maintenance schedules and service contracts.
- Specifies vehicle requirements and otherwise assists in vehicle procurements.
- Recommends changes or improvements, including in delivery routes.
- Reports accurately on delivery statistics analysis, inter-library loan statistics, special delivery projects, and vehicle fuel usage.
- Manages PLS instance of San Mateo Motor Pool account.

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

Education:

- High school diploma
- Valid driver's license in good standing

Preferred: College classes or other formal training in management, scheduling, customer service, contracts, or vehicle maintenance/repair

Experience:

- 1+ years lead including hiring, training, scheduling and discipline
- 2+ years direct customer service

Preferred: 2+ years delivery management
1+ years delivery driving heavy-duty cargo and
1+ years recording and using statistical data

Knowledge:

- Customer service, communication, and conflict resolution principles
- Management, leadership, and training
- Vehicle maintenance and repair
- Excel and statistical recording

Preferred: Defensive driving training
Ability to navigate efficiently while driving safely
Values and principles of librarianship to enhance customer relations

Skills and Abilities:

- Strong ability to respond quickly and well to unexpected problems.
- Excellent customer service, patience, communication and conflict resolution skills with the ability to develop the same in others.
- Stress management.
- Route planning skills.
- Ability to lift and move 30-75 pounds repeatedly throughout the workday.

Preferred: Ability to accurately compute and maintain file or record of inter-library delivery statistics.

Work Environment and Physical Demands:

Ability to bend, lift and carry 30-75 pounds. repeatedly throughout the workday, sometimes carrying the load while walking from vehicle parking area to the delivery location.

Ability to carefully and properly load and unload materials from library locations to central headquarters and back.

Ability to move library materials and other heavy equipment and supplies over a period of 6 hours and occasionally up to 8 hours a day.

Safely operate heavy-duty cargo vehicle. Drive for up to 8 hours a day. Operate a hand truck

BENEFITS:

Insurance: Cafeteria plan for medical and dental insurance, employer-paid life insurance.

Retirement: Defined Contribution pension plan with 7.5% contribution paid by employer.

Other Benefits: Minimum of 2 weeks of vacation per year, 1 week of management leave, plus 4 days floating holiday. Deferred Compensation available.

Qualified applicants are encouraged to apply immediately as this recruitment may close at any time but no earlier than November 15, 2021. The first review of applicants will be done on or about November 2, 2021.

To apply, send your resume and answers to the questionnaires below to Wendy Cao, caow@plsinfo.org.

Questionnaires

1. How many years of hiring experience do you have?
2. Do you have a valid Driver's License?
3. Do you have experience in route planning?
4. How do you describe your level of skill with Excel and Word?
5. How many years of scheduling experience do you have?
6. How many years of management experience do you have?
7. How many years of training & development experience do you have?
8. How many years of customer service experience do you have?
9. Have you supervised anyone in your current or past job? If you have, how many employees were under your supervision?
10. Your manager assigns tasks that must be completed by the end of the week. You've finished this week's tasks and have some spare time.

What would you do? (Select only one)

- a. Notify your manager that you've completed your tasks early
 - b. Talk with coworkers that you haven't seen in a while
 - c. Stay in the office and tend to some personal work
 - d. Begin working on next week's assigned tasks
 - e. Go home early to make up for extra hours you worked last week
11. You're returning from lunch with several teammates when you notice your supervisor isn't wearing his required safety glasses.

What would you do? (Select only one)

- a. Remind him of the requirement if he hasn't put them on in an hour
- b. Immediately remind him that safety glasses are required
- c. Report him to his manager once your shift is over
- d. Offer him your glasses for the remainder of your shift
- e. Say nothing so you don't embarrass him in front of others