



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Delivery and Fleet Coordinator  
**Reports To:** Director of Facilities  
**Division:** Operations

**Position Code.:** 1151-108  
**Classification:** Non-exempt  
**Safety-sensitive:** Yes  
**Date:** 12/2024

#### **JOB SUMMARY:**

Under general direction, performs administrative duties in the daily operations of the delivery services and fleet maintenance. Oversees the logistics of the delivery schedule for library materials, equipment, supplies, and other items within the library's service area and other assigned destinations to ensure efficiencies throughout the process. Coordinates systemwide fleet maintenance and repairs using telematics software to ensure vehicles are properly maintained and operating safely.

#### **ESSENTIAL JOB FUNCTIONS:**

- Oversees and administers delivery schedule for library materials, equipment, supplies, and other items within the library's service area and other assigned destinations.
- Operates library vehicles to transport library materials, equipment, supplies, and other items within the library's service area and other assigned destinations.
- Sorts various library materials by hand, and by using the central automated materials handling system for the purpose of ensuring correct transport and delivery.
- Monitors the delivery process for efficiency and makes recommendations for improvements as needed.
- Oversees and coordinates systemwide fleet maintenance and repairs, ensuring optimal performance and minimizing downtime.
- Performs minor maintenance on library vehicles.
- Oversees inventory items and supplies distributed by the Facilities Maintenance Department.
- Coordinates the delivery of routine supplies to the libraries in collaboration with the Business Office.
- Assists with developing and maintaining a fleet safety program, including assigning identifications to vehicles to receive/track public complaints against drivers and vehicles that are not operated safely.
- Maintains a record of daily delivery activities.
- Serves as a relief delivery driver, ensuring timely and efficient transportation of goods or materials as needed.
- Works with Friends of the Library (FOL) on book moving each year for the annual book sale; assists in moving materials for the FOL at the sort site.
- Makes recommendations for planning, budgeting, and purchasing new vehicles in collaboration with management and the Business Office to maintain a dependable fleet.
- Provides feedback regarding fleet safety policies and procedures.
- Provides excellent service to internal and external guests.
- Completes all required and assigned training on time.
- Maintains compliance with the library policies and procedures.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives library vehicles to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records, and the code of professional ethics.
- Performs other related duties as assigned.

#### **FREQUENCY OF TRAVEL REQUIREMENTS:**

- Frequent travel to other library locations.

#### **INTERACTION:**

- Interaction with all levels of staff, vendors, and the public.

**MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- Forklift and Lifts
- General Office Equipment
- Vehicle (fleet/personal)

**MINIMUM QUALIFICATIONS REQUIRED:****Education and Experience:**

- High school diploma or GED equivalency required; and
- Five or more years of experience with fleet maintenance and logistics services, practices, and procedures.

**Licenses and Certifications:**

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

**Required within 60 days of hire:**

- OSHA-approved Forklift Operator's Certification

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Associate or bachelor's degree in business administration or a closely related field.
- Experience in public library operations and logistics
- Experience working with an enterprise system/software for inventory/distribution of work orders
- Experience in fleet maintenance and management
- Strong background in customer service, with a focus on delivering exceptional service and resolving issues effectively.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Record keeping, report preparation, filing methods, and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Library policies, procedures, and equipment.
- Safe driving principles and techniques.
- All computer applications and hardware related to the performance of the essential functions of the job.

**Skill in:**

- Using exceptional interpersonal skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative, and good judgment.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking - logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Utilizing effective and creative problem-solving skills.
- Driving a box truck safely and courteously in high-traffic areas at peak traffic times and in all types of weather conditions.
- Utilizing lift gates, pallet jacks, and hand trucks in the loading and unloading of materials and equipment.

**Mental and Physical Abilities:**

- Ability to effectively listen and problem-solve.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret, and integrate data from various sources and to plan, develop, and implement strategies.

- Ability to drive all fleet vehicles, including vans and medium-duty trucks.
- Ability to concentrate and pay close attention to traffic and driving conditions.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, climb or balance, bend, stoop, kneel, crouch, or crawl, speak and hear, and lift and/or move up to 50 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 50 pounds. Lifting/moving items weighing more than 50 pounds requires the use of a lifting device or a team of two or more employees.

**SUPERVISORY RESPONSIBILITY:**

- This position has no supervisory responsibilities.

**WORK ENVIRONMENT:**

- The incumbent's working conditions are typically moderately quiet and, when driving, frequently out-of-doors in weather extremes.
- Essential functions may require physical tasks such as walking over rough or uneven surfaces.
- Occasional evening or weekend work is required.
- This is a safety-sensitive position.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.