



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Outreach Delivery Specialist  
**Reports To:** Outreach Supervisor  
**Division:** Guest Services

**Position Code.:** 1160-106  
**Classification:** Non-exempt  
**Safety-sensitive:** Yes  
**Date:** 12/2024

#### **JOB SUMMARY:**

Under general supervision, assists with the implementation of the Onsite Libraries Program by dropping off and picking up materials at Onsite and Kiosk Libraries located throughout Oklahoma County.

#### **ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service, including answering questions and helping customers locate materials and services of interest.
- Answers basic questions about Outreach services and locating materials of interest for Library by Mail customers and at Kiosk and Onsite Libraries.
- Drives library fleet vehicle to deliver and pick-up materials at Onsite and Kiosk Libraries; loads and unloads materials; adheres to regular delivery schedules.
- Uses effective techniques, good judgment and established organizational values, policies, and procedures to resolve difficult situations with customers.
- Maintains and reports delivery and collection statistics for Onsite and/or Kiosk libraries.
- Sorts and shelves books and other materials; weeds materials as appropriate.
- Participates in staff meetings, engages in committee/teamwork and completes training as necessary/required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision, and core values in mind.
- Defends the principles of the Citizen's Bill of Rights, the Freedom to Read Statement and the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

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

- Daily travel to Onsite and/or Kiosk Libraries throughout Oklahoma County.

#### **INTERACTION:**

- Minimal interaction with library staff; daily interaction with Onsite and/or Kiosk Libraries and other program site participants.

#### **MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment
- Kiosk 24/7 Vending Library
- Vehicle (fleet)
- Vehicle Lifts

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### **Education and Experience:**

- High School diploma or GED; and
- One or more years of customer service experience.

**Licenses and Certifications:**

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

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

- Fundamental library principles, methods, materials, and practices.
- Dewey decimal classification system.
- Library resources and collections.
- All technology, computer applications, and hardware related to performance of the essential functions of the job.

**Skill in:**

- Organizing work, setting priorities, and meeting critical deadlines.
- Maintaining a fixed schedule with a minimum of direction.
- Communicating clearly and effectively with internal and external customers.
- Using interpersonal skills to maintain strategic relationships with partner agencies.
- Using tact, discretion, initiative, and independent judgment.
- Using critical thinking - logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

**Mental and Physical Abilities:**

- Ability to concentrate and pay close attention to traffic conditions and driving safely in moderate to heavy traffic.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- While performing the essential functions of this job the employee is frequently required to move from place to place, reach, handle or feel, bend, stoop, crouch, crawl, kneel, 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 more than 50 pounds. Lifting/moving items weighing more than 50 pounds requires use of a lifting device or a team of two or more employees.

**SUPERVISORY RESPONSIBILITY:**

- This position has no supervisory responsibilities.

**WORK ENVIRONMENT:**

- Splits time between working indoors in an office setting where there are little or no physical discomforts associated with changes in weather and outdoors loading and unloading a cargo van in variable weather conditions.
- Schedule may include evenings and rotating weekend shifts.
- 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 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.