



Illinois Heartland Library System

Position Title: **Area Manager**

FLSA: Exempt

Location: ALL

Employee Type: Full-time

Pay Type: Salaried

Financial Classification: Other Professional

Salary Grade:

Summary:

The Area Manager plans, directs, and coordinates the operations and operations staff in the Edwardsville and Carbondale hubs. This position oversees the process of picking up, sorting, and delivering library materials, facilities and vehicle maintenance and repairs, and custodial operations.

Essential Duties & Responsibilities:

- Plan work assignments and equipment allocations to meet transportation and operations goals.
- Enforce safety rules and regulations
- Confer with member libraries, contractors, or other IHLS personnel to resolve issues or share information.
- Recommend and implement measures to improve employee motivation, equipment performance, work methods, and customer services
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations
- Develop and maintain shelf labels to facilitate the delivery of library materials
- Monitor field work to ensure that it is being performed properly and to ensure maximum efficiency
- Develop and implement transportation, safety processes, and IHLS procedures for staff.
- Explain and demonstrate work tasks to new workers or assign training tasks to experienced staff, as needed
- Prepare, compile, and submit reports on work activities, operations, production, or work-related accidents.
- Schedule repairs or preventive maintenance of vehicles, facilities, and other equipment
- Schedule and prepare on-demand deliveries each week
- Purchases needed services, supplies and equipment
- Travel 15%-25%, to Carbondale and Edwardsville hubs

Supervised by: Operations Director

Supervises: Courier Drivers, Page/Sorters, Delivery Coordinators

Minimum Education and Experience:

- Bachelor's Degree or equivalent work experience 2:1 or 8 years
- Three (3) years supervisory experience.
- 3 years delivery experience preferred
- Experience driving a van or other large vehicle is helpful.

Licenses or Certifications Required: Valid driver's license

Knowledge, Skills, and Abilities Required:

- Knowledge of principles and methods for moving materials by vans or trucks.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Good knowledge of custodial operations, building maintenance and repair requirements.
- Knowledge and understanding of the rules of the road for operating a vehicle in Illinois
- Ability develop and maintain records.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Good working knowledge of personal computer usage including use of the Internet and Microsoft Suite.
- Ability to work in an organization that embraces customer service.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization
- Ability to travel as required

Working Conditions:

Work is primarily inside the building in a distribution center environmental. May also be required to drive and deliver library materials in all types of weather.

Telecommuting:

This position allows for occasional telecommuting.

Physical Effort:

This position requires both active and sedentary work. It requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.

Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects, including but not limited to, books, tubs or bags of library materials.

Operations Manager (continued)

Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must have the ability to distinguish colors.

Ability to use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved