



Illinois Heartland Library System

Position Title: Courier Driver

FLSA: Nonexempt

Location: ALL

Employee Type: Full-time or Part-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 3

Summary:

Courier Drivers are a critical component to the provision of customer service. These positions sort and deliver books and other library materials to and from member libraries. Courier Driver services are provided Mondays through Fridays.

Essential Duties & Responsibilities:

- Drive, load, and unload van weighing less than 16,000 pounds gross vehicle weight.
- Drive a scheduled pickup and delivery route, sometimes entering unattended buildings.
- Obey traffic laws, and follow established traffic and transportation procedures.
Read maps, and follow written and verbal geographic directions.
Inspect van and van equipment, such as mirrors, lights, gas gauge, temperature gauge, tires, turn signals, and brakes in order to ensure that vehicles are in proper working condition.
Ensure that vans have adequate gasoline, are cleaned and are routinely washed.
Report any mechanical problems encountered with vehicles.
Report delays, accidents, or other traffic/transportation situations.
Use professional communication methods and techniques to include maintaining positive and professional language and demeanor and informally evaluating satisfaction levels.
- Attend workshops and participate in training to remain aware of current trends, advancements, best practices in safe driving and the safe handling of heavy loads.
- Participate proactively as part of the IHLS team in identifying and making suggestions to increase efficiencies, implement cost saving strategies, and improve service.

Supervised by: Operations Manager

Supervises: None

Licenses or Certifications Required: Must have a valid driver's license and current automobile insurance.

Knowledge, Skills and Abilities

- Ability to work independently with little or no supervision.
- Ability to sort books and library materials based on established location codes.
- Ability to frequently lift tubs of books and other library materials.
- Ability to drive daily on established routes and follow established laws and safe driving procedures and practices.
- Ability to evaluate weather conditions and recommend canceling of delivery service.
- Ability to assume responsibility for entering unattended delivery sites using an alarm or key.
- Excellent oral communications skills for the purposes of conveying information and instructing others while maintaining a strong customer service focus.
- Display professional business attitude with a pleasant demeanor while working in a customer service oriented organization.

Courier Driver (continued)

- Ability to embrace change and to work in an organization that values customer service.

Education and Experience

Some High School
3 years driving experience

Working Conditions:

The majority of work is performed driving a van in the delivery and pick up of library materials. Occasionally may encounter rain, snow, or ice. Sorting and loading of library materials may occur indoors and outdoors. All work is performed during the day.

Telecommuting:

This position does not allow for telecommuting.

Physical Requirements

This position requires extensive periods of sitting while driving up to 300 miles daily. It also requires repetitive use of arms and legs and moving the whole body, such as standing, climbing, lifting, balancing, walking, stooping, reaching, pushing, grasping, 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 tubs of books and other library materials.

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 for the purposes of driving and writing information.

This job description is not intended to imply that the duties identified above are the only duties to be performed by the 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 2013
Revised June 2014
Revised May 2016**