



Illinois Heartland Library System

Position Title: Operations Manager

FLSA: Exempt

Location: ALL

Employee Type: Full-time

Pay Type: Salaried

Financial Classification: Other Professional

Salary Grade: 9

Summary:

The Operations Manager plans, directs, and coordinates the operations staff including but not limited to, 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.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- 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
- 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.
- Develop or monitor daily and monthly statistics
- Schedule and prepare on-demand deliveries each week
- Purchases needed services, supplies and equipment.

Supervised by: Operations Director

Supervises: (10+) Courier Drivers, (2) Page/Sorters

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 to operate automotive equipment safely and efficiently.
- Ability develop and maintain keep records.
- Knowledge of procurement processes.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with other employees, public officials, and member libraries.
- Ability to work in an organization that embraces customer service.
- 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.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner
- Willingness to help others accomplish their objectives
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- 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.

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 June 2012
Revised September 2014
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