



Illinois Heartland Library System

Job Description

Position Title: **Operations Manager**

FLSA: Exempt

Location: Edwardsville, Champaign

Employee Type: Full-time

Pay Type: Salaried

Financial Classification: Other Professional

Salary Grade: 10

Summary:

The Operations Manager facilitates the timely distribution of library materials through the effective management of team members and work schedules. They clear any impediments that may slow down their team's progress on a project and set the timelines on which products will be delivered. Is also responsible for the maintenance of the facility, vehicle maintenance and repairs, and custodial operations.

Essential Duties & Responsibilities:

Administrative Duties

- Develop constructive and cooperative working relationships with IHLS staff.
- Develop communications and have them sent to be proofed by the IHLS proofing team.
- Contribute to writing standard operating procedures (SOPs) for operational tasks.
- Manage help desk ticket resolution and member communications.
- Plan work assignments and equipment allocations to meet transportation and operations goals.
- Submit gas receipts to the Finance department for proper record-keeping requirements

Operational Responsibilities

- Direct and manage the day-to-day operations for delivery and sorting of library materials.
- Analyze workflow, recommend process changes, and assist in implementing changes.
- Create Driver schedules, to ensure items are delivered within the required timeframe to meet delivery obligations.
- Schedule and prepare on-demand deliveries each week.
- Plan work assignments and equipment allocations to meet transportation and operations goals.
- May be necessary to fill-in for Courier Driver, ILDS Coordinator, Lead Sorter, and Sorter roles, as needed.
- Schedule repairs or preventive maintenance of vehicles, facilities, and other equipment.

Supervisor Duties

- Conduct employee reviews and recommend and implement measures to improve employee motivation and, equipment performance, work methods, and customer services.
- Lead the hiring process for drivers, sorters, and operations staff, including recruiting, interviewing, and training
- Attend supervisor meetings.
- Apply knowledge of the principles and practices of human resources, including such functions as payroll processing, hiring practices, and new employee training, and continued learning for existing employees, and maintaining employee relations. Follow all state and federal employment laws.
- Enforce safety rules and regulations per OSHA guidelines, workers compensation, IHLS protocol, and any applicable state and federal guidelines.
- Partner with member libraries, contractors, or other IHLS personnel to ensure effective communication.
- Monitor operations to ensure that it is being performed properly and to ensure maximum efficiency.
- Develop and implement transportation, safety processes, and IHLS procedures for team.
- 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.
- Develop or monitor daily and monthly statistics.

Facilities Maintenance Duties

- 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.
- Oversee and schedule the maintenance and repair of machinery, equipment, electrical, and mechanical systems.
- Obtain Quotes from Vendors as required in the procurement process
- Purchases needed services, supplies and equipment.

Supervised by: Delivery and Facilities Director

Supervises: Courier Drivers, Lead Sorter, Sorters, ILDS Coordinator

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 preferred.

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.

Operations Manager (continued)

- Knowledge of business and management principles involved in planning, resources allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of how to use a personal computer and proficient use of Microsoft Office programs.
- 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.
- 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.
- Recommend and implement measures to improve employee motivation, equipment performance, work methods, and customer services. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Willingness to promote teamwork.
- Ability to demonstrate a positive attitude towards co-workers, member libraries, and vendors.
- Ability to travel as required.

Working Conditions:

Work is primarily in an office environment or a distribution center environment. May also be required to drive and deliver library materials in all types of weather.

Remote Work: Remote work within Illinois is available, contingent on an approved remote work agreement and adherence to company policy.

Physical Requirements:

- 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.
- As part of your responsibilities, you may need to transport tubs containing books and other materials weighing up to 40 pounds. This involves moving the tubs approximately 50 feet. On an average day, you'll handle 50 tubs, each of which needs to be loaded and unloaded four separate times at various locations.
- Prolonged use of a computer with continuous sitting.

The duties listed above are not all-inclusive. Employees may be required to perform other job-related duties as requested, in accordance with state and federal law.

If you require assistance or accommodation to apply for this position, please contact the Human Resources Director at hr@illinoisheartland.org or 217.689.0999. IHLS is an Equal Opportunity

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Employer and is committed to providing reasonable accommodations to qualified individuals with disabilities.

Employee Signature

Date

Supervisor Signature

Date

Revised June 2025