



## Position Description

**Position Title:** Operations Director

**FLSA:** Exempt

**Fiscal Classification:** Other Professional

**Salary Classification:**

### **Summary:**

The Operations Director is responsible for managing staff responsible for activities associated with all aspects of the delivery operations and the maintenance and repair of the physical buildings, mechanical equipment, and vehicles.

### **Essential Duties & Responsibilities:**

- Oversee the general delivery operation to include staff, the development of routes, and delivery schedules.
- Oversee the maintenance and repair of facilities, mechanical equipment and vehicles.
- Recommend policies for the delivery operation and facilities maintenance and repair.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Establish and implement departmental goals, objectives, and procedures.
- Develop and monitor processes to ensure accurate statistical and empirical delivery data.
- Support the Executive Director in the sale and lease of the property.
- Actively participate in the IHLS Executive Team to assist in planning the goals and direction of the Illinois Heartland Library System.
- Develop and monitor the budget for delivery and facilities to include capital needs.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Negotiate and recommend contracts with equipment and service suppliers, and monitor contract fulfillment.
- Promote safe work activities.

**Supervised by:** Executive Director

**Supervises:** Four Operations Managers

**Minimum Education and Experience:** Bachelors degree in business or a related field. Relevant experience at a management level may be substituted for education or equivalent experience. Five years experience in transportation logistics and/or facilities management. Experience working in a library is a plus.

**Licenses or Certifications Required:**

Valid driver's license.

**Knowledge, Skills, and Abilities Required:**

- Knowledge of principles and methods for moving goods by road, including the relative costs and benefits.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing customer services in a library environment. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and procedures for personnel selection, training, labor relations and negotiation.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to understand manual and the electronic development of transportation routes.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Ability to plan, administer and control budgets for contracts, equipment and supplies.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with other employees, the board, and representatives from other agencies.
- Ability to develop, monitor and interpret statistical information.
- 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 usually performed in an office environment. Some evening and weekend work will be required, with occasional in state and overnight travel.

**Physical Effort:**

Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.

Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.

Operations Director (continued)

Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.

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.

Approved June 2012