



Illinois Heartland Library System

Job Description

Position Title: Delivery & Facilities Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 12

Summary:

The Delivery & Facilities Director is responsible for managing staff responsible for activities associated with all aspects of the delivery operations and directs the design, planning, construction, and maintenance of IHLS facilities and leased properties. The Delivery & Facilities Director oversees the functioning of all building systems including mechanical, electrical, fire/life safety, plumbing and waste management. Oversees the maintenance of delivery and company vehicles negotiates vehicle contracts, and repairs.

Essential Duties & Responsibilities:

- Oversee the general delivery operations 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 properties.
- Actively participate in the IHLS Leadership 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.
- Liaison for board of the Delivery and Facilities Committee.

- Regularly meet with committees outside of IHLS: Consortium of Academic Libraries in Illinois (CARLI), Illinois State Library (ISL), Reaching Across Illinois Library System (RAILS) serving as the IHLS representative
- Promote safe work activities complying with OSHA standards.

Supervised by: Associate Director

Supervises: Operations Manager, Area Manager, Administrative Assistant

Minimum Education and Experience:

- Master's degree in related field is preferred.
- Bachelor's degree in business or 2:1 or 4 years' experience in 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.
- A minimum of 5 years in a leadership role and excellent customer service experience required working with all levels of an organization.
- Five years' experience working in a library system is preferred.

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.
- Knowledge of how to use a personal computer and proficient use of Microsoft Office programs.
- 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 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 usually performed in an office environment. Some evening and weekend work will be required with occasional out-of-state and overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- 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 including but not limited to books, tubs, or bags or 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 be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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 November 2013
Revised June 2014
Revised April 2021
Revised January 24, 2022
Revised July 12, 2022
Revised August 2022

