



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:

- Plan work assignments and equipment allocations to meet transportation and operations goals.
- 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.
- Recommend and implement measures to improve employee motivation, equipment performance, work methods, and customer services.
- Oversee the maintenance and repair of machinery, equipment, 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.
- 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.
- Schedule repairs or preventive maintenance of vehicles, facilities, and other equipment.
- Develop or monitor daily and monthly statistics.

Operations Manager (continued)

- Schedule and prepare on-demand deliveries each week
- Purchases needed services, supplies and equipment.

Supervised by: Delivery and Facilities Director

Supervises: Courier Drivers, Sorters, Delivery Coordinator, 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.
- 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.
- 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 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.

Telecommuting:

This position allows for occasional and regular telecommuting.

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.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 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 June 2012
Revised September 2014
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