

COURIER SUPERVISOR

(Range 116)

DEFINITION:

Performs supervisory duties in the daily operations of courier services for the Library District.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Assistant General Services Director.

Exercises direct supervision over assigned subordinate staff.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Ensures and oversees the efficient daily operations of the courier services.
2. Plans work schedules to ensure adequate courier coverage.
3. Responsible for record keeping of courier functions.
4. Ensures the courier staff meet deadlines and takes appropriate action in notifying affected departments and libraries if any delays occur.
5. Participates in the selection of staff; works with staff to develop short- and long-term goals, monitor accomplishments and establish performance requirements; provide coaching for performance improvement and development.
6. Supervises subordinate staff to include scheduling, discipline, working with staff to correct deficiencies, and completing performance evaluations.
7. Provides, or coordinates, training to assigned subordinate staff.
8. Interacts in person and over the telephone with district wide staff and management, and outside agencies on a daily basis.
9. Prepares/packages first class mail, outgoing books, outgoing UPS packages, outgoing Federal Express, and other special orders.
10. Receives/distributes incoming U.S. Mail, UPS packages, Federal Express packages, and various other acquisitions for the District.
11. Maintains department log of daily postage spent for the purpose of submitting requests for additional monies for the postage meter when required.
12. Maintains a record of registered mail.
13. Assists and coordinates with General Services Department for the maintenance of courier vehicles.
14. Maintains compliance with Library District, Branch, and Department policies and procedures.

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15. Responds to inquiries and complaints in a courteous and timely manner.
16. Exercises decision making skills.
17. Operates Library District vehicles in the transport of books, equipment, furniture, and other items to library facilities and other locations throughout Clark County.
18. Drives in various weather and road conditions.
19. Utilizes lift gates, pallet jacks, and hand trucks in the loading and unloading of materials and equipment.
20. Ensures personal, vehicle, and materials safety through proper transport, loading, and unloading procedures.
21. Determines volume and amount of materials able to be transported per trip.
22. Sorts various materials such as mail, books, magazines, and tapes by hand and by using the central automated materials handling system for the purpose of ensuring correct transport and delivery.
23. Performs minor maintenance tasks on vehicle.
24. Operates office equipment including, but not limited to: postage machine, copy machine, telephone, and facsimile machine.
25. Maintains a safe environment for both patrons and staff.

Marginal Functions:

1. Participates on interview panels and selects department staff.
2. Ensures completion of and submits employee leave request forms.
3. Performs related duties and responsibilities as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

1. Basic record keeping principles and methods.
2. Safe driving principles and techniques.
3. Postal packaging, processing, and distribution methods.
4. Effective supervisory techniques and practices.
5. Library District, Branch, and Department policies and procedures.
6. Library District terminology and functions.
7. Record keeping principles and methods.

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8. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Accept and manage change and maintain flexibility.
2. Work quickly and accurately.
3. Work both independently and as part of a team.
4. Be decisive in routine and non-routine problem solving in accordance with Library District and General Services Department policies and procedures.
5. Supervise and direct the work of subordinate staff.
6. Maintain effective working relationships with those contacted during the course of work.
7. Understand and follow oral and written instructions.
8. Communicate clearly and concisely, both orally and in writing.
9. Maintain the mental capacity for effective interaction and communication with others.
10. Effectively perform the full range of Courier duties.
11. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
12. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.
13. Skill in safe and efficient operation of vehicles.
14. Skill in the safe use of loading and unloading equipment.
15. Skill in the use of postage metering equipment and automated materials handling system.

Training and Experience:

High school diploma or GED equivalency required. Five (5) years related work experience that provides familiarity with courier services practices and procedures

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required; one (1) year supervisory experience required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20 - 50 lbs) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Tasks require color perception, sound perception, texture perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with frequent exposure to adverse environmental conditions.

JOB CODE: 1215

FLSA: NON-EXEMPT
CBA: SUPERVISOR I

DEVELOPED: JULY 1, 1995
REVISED: MARCH 28, 1998
JUNE 16, 1998
MARCH 10, 1999
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