



CLASSIFICATION NO. 193  
Established: 3/15  
FLSA: Non-Exempt  
EEO: 6

## **COURIER, SENIOR**

### **CLASS CHARACTERISTICS**

Under general supervision, to plan, organize, coordinate and participate in the processing and distribution of library materials, mail, goods and/or supplies among County locations; to train and lead the work of courier staff; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Courier, Senior is responsible for ensuring proper and efficient sorting, processing, transport and delivery of library materials, mail, goods and/or supplies to County departments. Incumbents coordinate provision of service to various library locations and County facilities, order supplies and oversee courier operation, including leading the work of courier staff.

The Courier, Senior differs from the Courier which does not have Courier operations evaluation, planning, coordination, budget planning or lead work responsibilities.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Gathers, sorts, processes, transports and delivers library books and materials, goods and supplies, and mail to County departments within an established time schedule; transports sensitive items such as police and mental health case records, public health patient specimens, deeds and other legal documents, payroll and other checks and library materials.
2. Operates a van-type or similar motor vehicle under a wide variety of traffic and weather conditions between County buildings and other public facilities; cleans and fuels assigned vehicle as needed; makes arrangements for regular maintenance with County Motor Pool and/or for repair and damage control with outside vendors.
3. Provides work direction, communicates operational changes, and reviews completed work for all courier staff; provides summaries/assessments of completed work to management.
4. Coordinates scheduling of all courier shifts for part-time and regular employees; creates rotation plans, makes adjustments due to absences/customer needs, and ensures schedules conform to department/County requirements.
5. Develops, maintains, and updates training materials for Courier program; provides operational training to all couriers, and coordinates additional required training provided by other County departments (ex. Risk Management, Fleet Services).

6. Evaluates Courier operations (including routes, delivery schedules, and work procedures) and recommends future changes for courier services based on operational needs, County regulations, customer feedback, safety concerns, and management direction.
7. Assists with budget planning by providing input on projected fuel costs, maintenance costs, and supply needs.
8. Communicates and coordinates with designated contacts within customer libraries to ensure efficient provision of service, identify/address service issues, and respond to customer requests; communicates and coordinates with other County departments involved in provision of Courier services (ex. Risk Management, Fleet Services).
9. Plans for and coordinates preventative and/or required maintenance of courier vehicles; maintains historical maintenance information, and proactively recommends needed modifications/repairs.
10. Monitors levels of and suitability of courier supplies and equipment (crates, straps, hand trucks, magnets), makes necessary repairs, and coordinates replenishment/replacement as necessary.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles and best practices of courier and/or delivery services; customer service techniques; delivery and practice of delivery vehicle maintenance and courier equipment management.

Working knowledge of: Designated route, including County departments, cities, streets, roads, and highways; location of City, County, State and Federal office buildings; basic math; general office practices and procedures, including computer operations; laws and procedures related to operation of motor vehicles in a safe and efficient manner; public library circulation/materials handling procedures; United States Postal Service and commercial shipping regulations and requirements; creation of training materials, and training staff in courier operations and safety procedures.

Skill to: Operate assigned motor vehicle in a safe and efficient manner; perform courier duties, including loading/unloading/transport of library materials; read and interpret street maps; plan and create courier service routes and schedules to meet internal operational needs and external customer needs; enter and retrieve data to and from computer applications; provide team leadership and direct staff in continuous efforts to improve customer service and effectiveness of operations; plan, organize, direct and review the work of assigned personnel; establish and maintain effective working relationships with County employees, other agencies and the public; communicate effectively, both orally and in writing.

### **WORKING CONDITIONS**

Duties driving a motor vehicle may involve exposure to adverse weather conditions and traffic hazards.

Within BCS Department, LINCC Library Services (Library Network), duties require frequent to continuous standing, walking and sitting for long durations, bending, balance, reaching forward,

grasping, and climbing up and down, and the ability to lift up to 70 pounds, carry 40 pounds, push 75 pounds, and pull 90 pounds. Duties also involve frequent exposure to slippery surfaces.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with State and Federal legislation.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Edited: 1/21