



CLASSIFICATION NO. 193

Established: 3/15

Revised: 3/25

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 perform intermediate-level troubleshooting & repair of automated sorting machines; 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 and other agencies as assigned. Incumbents coordinate provision of services to various library locations and County facilities -- they also order supplies, maintain and troubleshoot sorting equipment, and oversee Courier operations, including leading the work of Courier staff.

The Courier, Senior differs from the Courier which does not evaluate, plan, or coordinate Courier operations., does not assist with budget planning, has no lead work responsibilities, and does not correspond or coordinate with vendors or external stakeholders regarding technical issues for materials handling equipment.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Manually and/or mechanically, gathers, sorts, processes, transports, and delivers materials, mail, and goods & supplies to County departments, libraries, and other agencies as assigned within an established time schedule; transports sensitive items such as police and mental health case records, public health patient specimens, deeds & other legal documents, and payroll & other checks; performs intermediate/complex-level troubleshooting & repair of automated sorting and processing machines; contacts & coordinates with vendor for complex repairs, issues or updates related to the sorting and processing machines.
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 vehicles as needed; arranges 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 materials-handling staff; provides summaries/assessments of completed work to management.

4. Coordinates scheduling for temp, part-time or regular employees; creates rotation plans, adjusts due to absences/customer needs, and ensures schedules conform to department/County requirements.
5. Develops, maintains, and updates training materials for materials-handling program; provides operational training to internal and external materials-handling staff 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); recommends future changes to 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 and/or 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 Courier supplies and equipment (ex. crates, straps, hand trucks), ensures equipment is kept in serviceable condition; makes or coordinates necessary repairs, replenishment, and/or replacement of equipment.
11. Responds to inquiries from County staff regarding Courier functions and schedule; locates lost or misdirected items; maintains miscellaneous supplies in Courier office and vehicle(s).

## **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles and best practices of materials-handling and Courier services; customer service techniques; operator-level maintenance of delivery vehicle(s); 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; training materials-handling staff in materials-handling 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; understand and follow written and oral instructions; work independently; 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 DTD, Library Support 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, as well as 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 & maintain an acceptable driving record throughout the course of employment.

Edited: 1/21