

**Montgomery County-Norristown Public Library
Position Description**

Position Title:	Support Staff I, Delivery Driver
Supervisor:	Head, Bookmobile and Outreach Services Department
Number of Employees directly supervised:	n/a
Fair Labor Standards Act status:	Non-Exempt

Statement of Responsibilities

Overview

Responsible for providing outstanding customer service to district libraries and library patrons. Primarily supports activities of the Bookmobile and Outreach Services Department by operating “Pony Express” cargo vans on regularly scheduled routes and timetables throughout County. Operator sorts, packs, delivers, and picks up library materials. Secondly, performs as a backup circulation desk clerk in department office or as a backup operator for bookmobiles. Must be self-motivated and have a positive attitude towards customer service. Must possess personal integrity, a strong work ethic, and the ability to work individually or on a team.

All Vehicles

- Drives vehicles safely and courteously on set routes and timetables throughout county.
- Fuels vehicles.
- Monitors overall mechanical condition of vehicles.
- Performs and reports minor preventive maintenance on vehicles.
- Reports needed vehicle repairs.
- Cleans interior and washes exterior of vehicles.
- Maintains loading docks, garage, and work areas.

Pony Express

- Performs pickups and deliveries of inter-library loan materials at branches and district libraries.
- Handles all library materials respectfully.
- Sorts, packs, and routes library materials accurately and quickly.
- Loads and unloads materials with an emphasis on personal, coworker, and public safety.

Department Office and Bookmobiles

- Registers patrons for library cards.
- Places and processes patron hold requests.
- Circulates library materials.
- Collects fines and fees.
- Maintains library collection.
- Advises patrons on selection of library materials.
- Answers patron policy and technology questions and concerns via phone, email, and in-person.
- Performs various library clerical functions.
- Works on special projects, as assigned.
- Markets library services and programs.
- Represents library at municipal community days and other library outreach events.

Organizational Relationships

Relates to other departments, branches, and district libraries regarding delivery of materials, circulation of materials, and the library automation system.

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Relates to external vendors, contractors, and County regarding vehicle maintenance.

Relates to external agencies, including municipalities, schools, daycare facilities, community centers, residential complexes, retail centers, and seniors facilities that host bookmobile services.

Unique Aspect of Bookmobile and Outreach Services Department Employment

The Bookmobile and Outreach Services Department literally takes the library "on the road," in good weather and bad, to surrounding communities, and makes all of the library's services available to patrons in their home areas. Often, department employees are the sole library contacts for these patrons. Therefore, excellent interpersonal skills are indispensable in representing the library, and in demonstrating our emphasis on providing outstanding customer service.

Qualifications for Employment

Must possess High School Diploma or equivalent;

Previous work experience of 0 - 4 years;

Must be computer literate;

Must demonstrate an ability to treat the public in a professional and respectful manner, and maintain confidentiality of customer data;

Must have valid PA driver's license and a point-free driving record;

Must have the ability to work at any of the Library's locations;

Should have reading, filing, keyboarding, and interpersonal communication skills, and some mechanical ability;

Potential employment is contingent upon prior submission to employer the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Completion of PA State Mandated Reporter Training within 30 days of hire is also required.

Physical Demands or Requirements (use * to indicate essential requirements)

Strength/movement requirements

- *Able to lift or move 40 pounds*
- *Able to bend to floor level and/or reach overhead*
- *Able to stand and/or walk for extended periods of time, up to 6 hours*
- *Able to sit for extended periods of time, up to 6 hours*

Manual/physical dexterity requirements

- *Able to manipulate keyboard of computer, typewriter or other office equipment*
- *Able to manipulate mouse, pointing device or other input device*
- *Able to manipulate data cables, cords, connections, or similar power and data devices*
- *Able to manipulate pages of books, insert and remove disks, manipulate library materials*

Communication requirements

- *Able to use telecommunication devices to hear and speak with staff and public*
- *Able to see, understand and create written material*

January 4, 2021