

## **Sacramento Public Library Authority**

May 28, 2009

Agenda I tem 6.05: Recommended Position Descriptions

TO: Sacramento Public Library Authority Board Members

FROM: Arevik Bagdassari, Director of Human Resources

**RE:** Recommended Position Descriptions

#### **RECOMMENDED ACTIONS:**

 Approve the position descriptions for Literacy and Homework Center Supervisor, Facilities Services Supervisor, Custodial and Logistics Supervisor, Special Projects and Remodeling Coordinator, Safety Coordinator and Field Custodial Supervisor as defined in Exhibit A.

## **REASONS FOR RECOMMENDATIONS:**

## <u>Literacy and Homework Center Supervisor</u>

Item #291 of the Internal Assessment suggested reviewing the feasibility of expanding the duties of the Literacy Coordinator position to include responsibility for educational aspects of library partnerships such as the Homework Centers, Online Homework Help and school interaction in addition to literacy services.

The Sacramento Public Library provides educational opportunities and assistance to the Sacramento community through several venues. Prominent among them are online homework help; two Homework Centers at the Martin Luther King, Jr. Library and the Colonial Heights Library, and Adult Literacy. Currently the position does not supervise the Homework Centers or online homework help. All the aforementioned services can be improved and coordinated more effectively in order to better meet the needs of the community. The position is currently vacant due to retirement, and the library proposes to recruit an individual with educational background and experience in the fields of education, adult education, reading or literacy, social services, or a related field.

## Facilities Reorganization

The reorganization of the Facilities department has made it necessary to create position descriptions for the newly added positions of:

- Facilities Services Supervisor
- Custodial and Logistics Supervisor
- Special Projects and Remodeling Coordinator

## Safety Coordinator

This position description has been modified to include additional language on disaster preparedness.



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## Field Custodial Supervisor

Due to the expanded scope of this position, the Field Custodial Supervisor position has been upgraded from Grade 3 to Grade 4 of the library's classification structure.

## **ATTACHMENT**

Exhibit A: Position Descriptions:

Literacy and Homework Center Supervisor

Facilities Services Supervisor

Custodial and Logistics Supervisor

Special Projects and Remodeling Coordinator

Safety Coordinator

Field Custodial Supervisor

# Sacramento Public Library JOB DESCRIPTION

**Service Philosophy:** Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.

**Literacy and Homework Center Supervisor** 

Grade: 6

FLSA Status: Non-exempt Designation: Represented

**Department: Community Services** 

Date: 05/2009

**Job Summary:** Plans, organizes, and supervises the operations of the library's literacy and homework services programs; develops services and assists in setting program policies; trains tutors; develops and maintains program budgets; provides supervision and leadership to unit staff; and performs other related duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Supervises all operations of the library's literacy and homework programs, including
  planning services, setting program policy, developing and administering program budget,
  developing and providing support services for learners and tutors; and developing and
  maintaining strong ties with other providers and community organizations and agencies;
- 2. Establishes procedures for effective program operations;
- 3. Identifies problems in the delivery of program services and recommends solutions;
- 4. Assigns, prioritizes, schedules, and reviews the work of Literacy Services Assistants and volunteers;
- 5. Assists in recruiting, interviewing, and recommending for hire; trains and evaluates the work of assigned personnel; responds to personnel issues or problems and works with managers to resolve personnel issues;
- 6. Plans and implements recruitment of learners and tutors, including outreach through community organizations;
- 7. Develops, coordinates, and implements tutor training curriculum;
- 8. Schedules and presents tutor training workshops and in-service training;
- 9. Prepares budget requests, maintains income and expenditure records, and prepares required budget reports, with assistance of Finance department personnel;
- 10. Plans, organizes, and conducts public information and outreach activities;
- 11. Coordinates and promotes workshops, training, and other events:
- 12. Provides supervision, training and support to partnering agencies who provide literacy and homework instruction and materials to program learners and clients;
- 13. Promotes the literacy program within the communities served by the library; meets with and speaks with representatives of agencies and organizations with the communities served;

SACRAMENTO PUBLIC LIBRARY Literacy Coordinator Approved by the Authority Board on 5/28/09 Item #4.3

- develops relationships and partnerships within communities served;
- 14. Conducts periodical performance evaluations, according to established guidelines and procedures;
- 15. Selects and recommends materials:
- 16. Prepares, maintains, and provides statistics and reports based on a variety of files, lists, and databases;
- 17. Develops and maintains policy and procedure manuals;
- 18. Reads professional publications, newsletters, and electronic lists to keep knowledge, skills, and abilities current; attends meetings, workshops, and conferences, as assigned;
- 19. Maintains positive relationships with other staff, other literacy providers, community groups, agencies, and organizations, and members of the public;
- 20. Requires regular and punctual employee presence;
- 21. Acts as a representative of Sacramento Public Library to the public;
- 22. Attends meetings and participates in various committees and team activities when needed; and
- 23. Performs other related duties as assigned.

## Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

## Knowledge of:

- 1. Sacramento Public Library's policies and procedures;
- 2. Thorough knowledge of the principles and methods of adult literacy training homework center curriculum requirements, training and education techniques;
- 3. English usage, spelling, grammar and punctuation; basic alphabetical and numeric filing methods; and basic mathematical principles;
- 4. The principles and procedures of supervision, training, and performance evaluation;
- 5. Volunteer coordination and supervision:
- 6. Basic budgeting procedures and techniques;
- 7. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software;

## **Ability to:**

- 1. Act as a representative of the Sacramento Public Library;
- 2. Communicate effectively and courteously with other staff and members of the public;
- 3. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others;
- 4. Set, model, and maintain a positive work environment;
- 5. Plan, organize, and supervise the activities of assigned work unit;
- 6. Collect, compile, and analyze information and data:
- 7. Understand the customer's needs and deliver services by focusing on the customer;
- 8. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 9. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
- 10. Possess attention to detail and follow through on tasks effectively and efficiently;
- 11. Master all procedures related to assigned work area;
- 12. Prioritize and multitask;
- 13. Relate to and work effectively with people from diverse backgrounds; and

SACRAMENTO PUBLIC LIBRARY Literacy Coordinator Approved by the Authority Board on 5/28/09 Item #4.3 14. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

### Skill in:

- 1. Excellent written and oral communication skills.;.
- 2. Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance.

## **Education and Experience:**

- 1. Bachelor's degree in education, adult education, reading or literacy, social services, or a closely related field; and
- 2. Three years of experience in education, literacy education or basic adult education; or equivalent technical training, education, and/or experience.
- 3. Supervisory experience desirable.

## **Physical and Environmental Conditions:**

Work occurs in a normal office environment with acceptable lighting, temperature and air conditions. Occasional light lifting of materials up to 20 pounds. Requires repetitive motion in the operation of a computer. Position requires frequent verbal communications, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires some travel throughout the library service area. May require working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, members of the public, library customers, other literacy providers, and community agencies and organizations, will be necessary to provide and receive information or to resolve situations or problems.

A valid Class C California Drivers License is required for appointment.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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# Sacramento Public Library JOB DESCRIPTION

**Service Philosophy:** Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.

**Facilities Services Supervisor** 

Grade: 9

FLSA Status: Non-Exempt Designation: Represented

**Department: Facilities** 

Date: 05/2009

**Job Summary:** Manages and oversees the daily maintenance, cleaning, logistics and event services of the library's facilities; ensures the safe operation of each facility; coordinates the work of subcontractors working on library facilities; provides supervision and leadership to staff; and performs other duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- 1. Manages, plans and oversees the repairs, maintenance and improvements at all library facilities:
- 2. Ensures that library facilities are operated safely and fosters a productive work environment;
- 3. Coordinates library facility projects with building inspectors and vendors to ensure compliance with plan codes and regulations;
- 4. Manages the custodial services provided to all facilities;
- 5. Coordinates the delivery and logistics services to all facilities;
- 6. Coordinates event services in the Galleria complex and in branch community meeting rooms;
- 7. Manages and coordinates landscaping maintenance services for all library facilities;
- 8. Assists in the development of the Facilities budget and monitors ongoing expenses;
- 9. Supervises staff; schedules staff; ensures compliance with all facility policies and procedures;
- 10. Liaisons with the city, county, and other relevant parties to maximize the utility, safety and function of library facilities:
- 11. Ensures that facility standards on ADA and codes per California state contract law are met;
- 12. Cultivates and maintains positive relationships with other staff and members of the public;
- 13. Researches, compiles and analyzes data for special projects and various reports;
- 14. Generates Library Board and staff reports to present data and to make recommendations for improvements:
- 15. Requires regular and punctual employee presence;
- 16. Keeps current on building and safety trends by attending workshops and educational

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- programs and reading periodicals and specialized literature; and recommends more efficient practices:
- 17. Attends meetings and events; participates in various teams when needed; and
- 18. Performs other duties as assigned.

## Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

### **Knowledge of:**

- 1. Sacramento Public Library's policies and procedures;
- 2. Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software packages.

### Ability to:

- 1. Act as a representative of Sacramento Public Library to the public;
- 2. Understand the customer's needs and deliver services by focusing on the customer;
- 3. Efficiently and effectively select and manage the operations of multiple contractors and vendors:
- 4. Develop and monitor Facility budget;
- 5. Supervise, plan, and coordinate the work of diverse staff in order to accomplish library goals and objectives;
- 6. Communicate effectively and courteously with other staff and members of the public;
- 7. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
- 8. Possess attention to detail and follow through on tasks effectively and efficiently;
- 9. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 10. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
- 11. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others;
- 12. Effectively train others on safety and facility regulations;
- 13. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure; and
- 14. Keep relevant parties informed of all major issues and to recommend changes as appropriate.

## Skill in:

1. Possess excellent writing and analytical skills.

## **Education and Experience:**

- 1. Bachelor's degree in business administration, facilities management, operations management, engineering or related field desired; and
- 2. Five years relevant experience, including three in a supervisory capacity;
- California state construction code, plumbing, electrical, structural limitations, HVAC certifications desired.
- 4. Or equivalent technical training, education, and/or experience.

## **Physical and Environmental Conditions:**

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Spends 50% of the time standing, walking, or climbing stairs. Work may involve occasional moving/lifting of items of up to 20 pounds.

Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations and traffic signals when driving.

A valid Class C California Drivers license will be required at the time of appointment and as a condition for continued employment. A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the position.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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## Sacramento Public Library JOB DESCRIPTION

**Service Philosophy:** Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.

**Custodial and Logistics Supervisor** 

Grade: 6

FLSA Status: Non-Exempt Designation: Represented

**Department: Facilities** 

Date: 05/2009

**Job Summary:** Supervises the work of the General Services Workers; ensures that library materials are delivered daily to the various branches; provides supervision and leadership to staff; and performs other duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Supervises the Facilities Logistics staff and Facilities Custodial staff; trains; schedules work; monitors workflow; conducts performance evaluations; identifies and resolves personnel issues; and models expected behaviors;
- 2. Ensures that deliveries of library materials are made to the branches daily;
- 3. Oversees all incoming and outgoing freight;
- 4. Ensures that all mail is sorted and delivered in a timely fashion:
- 5. Orders and delivers supplies for all branches:
- 6. Takes stock of all ordered supplies; maintains supply inventory;
- 7. Takes calls from all branches for work requests, supplies, deliveries, etc.; checks e-mail for requests;
- 8. Coordinates and ensures all work requests are performed such as; moving furniture, picking up and delivering Friends boxes, installing shelving;
- 9. Ensures that book sorting is completed efficiently and accurately;
- 10. Serves as back- up driver;
- 11. Prepares, maintains and tracks route sheet data;
- 12. Oversees custodial services in all locations cleaned by Library staff:
- 13. Coordinates custodial staff schedules through Field Custodial Supervisor:
- 14. Maintains proper levels of custodial supplies;
- 15. Develops a custodial supply inventory system that ensures competitively bid prices and emphasizes sustainable cleaning chemicals and methods;
- 16. Coordinates recycling services at all locations;
- 17. Researches, compiles and analyzes data for special projects and various reports;
- 18. Maintains and models positive relationships with other staff and members of the public;

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- 19. Requires regular and punctual employee presence;
- 20. Attends meetings and participates in various team activities when needed; and
- 21. Performs other duties as assigned.

## Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

### **Knowledge of:**

- 1. Thorough knowledge of Sacramento Public Library's policies and procedures;
- 2. Knowledge of the Library's personnel practices, policies and procedures;
- 3. Knowledge of Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software:

## **Ability to:**

- 1. Act as a representative of Sacramento Public Library to the public;
- 2. Supervise, plan, and coordinate the work of diverse staff in order to accomplish library goals and objectives:
- 3. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure;
- 4. Communicate effectively and courteously with other staff and members of the public;
- 5. Understand the customer's needs and deliver services by focusing on the customer;
- 6. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
- 7. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 8. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
- 9. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others; and
- 10. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

#### Skill in:

Excellent written and verbal communication skills.

## **Education and Experience:**

- 1. High school diploma or G.E.D.
- 2. Three years relevant experience, including one year in a supervisory capacity;
- 3. Or equivalent technical training, education, and/or experience.

## **Physical and Environmental Conditions:**

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Routine discomforts from heat, cold or rain when delivering to branches. Requires constant bending, stooping and stretching. Spends 80% of the time standing or walking. Work involves heavy lifting and pushing of furniture or equipment up to 80 pounds. Cleaning machines may be noisy and some tasks can be dirty and unpleasant.

Work involves routine risks or discomforts which require special safety precautions, e.g., working around moving parts, or machines or the use of protective clothing or gear such as gloves. Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations and traffic signals when driving.

A valid Class C California Drivers license will be required at the time of appointment and as a condition for continued employment. A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the position.

A valid certification will be required for employees required to operate a forklift.

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**Special Projects and Remodeling Coordinator** 

Grade: 5

FLSA Status: Non-Exempt Designation: Represented

**Department: Facilities** 

Date: 05/2009

**Job Summary:** Performs maintenance and repair work on Library facilities and equipment and performs other duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- 1. Maintains and repairs Library facilities and equipment by performing carpentry, electrical, painting, plumbing and welding duties approaching the journey level;
- 2. Ensures that repairs are done properly and efficiently:
- 3. Supervises and schedules the work of Library Building Maintenance Workers;
- 4. Coordinates and schedules special project and remodeling work in collaboration with the Capital Project Manager;
- 5. Assists in the development of special project budget estimates and schedules;
- 6. Assists external contractors in remodeling, repairing, and construction, as required;
- 7. Installs, maintains and repairs carpeting, floor tile, ceramic tile and other surfaces;
- 8. Operates mechanical saws, buffers, drills, paint sprayers, drill presses, arc and acetylene welding units, and other shop machinery and tools;
- 9. Fabricates, using metal and wood materials;
- 10. Keeps records on inventory and service and maintenance work performed;
- 11. Orders maintenance materials and supplies;
- 12. Assists IT staff in the installation of electrical and data drops;
- 13. Maintains positive relationships with vendors, other staff and members of the public;
- 14. Requires regular and punctual employee presence;
- 15. Keeps current on facility maintenance procedures by attending workshops and educational programs and reading periodicals and specialized literature; and recommends more efficient practices;
- 16. Attends meetings and participates in various team activities when needed; and
- 17. Performs other duties as assigned.

## Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

### Knowledge of:

- 1. Knowledge of Sacramento Public Library's policies and procedures;
- 2. Knowledge of proper building and repair procedures;
- 3. Thorough knowledge of the methods and procedures used in carpentry, electrical, painting, plumbing, welding and other crafts work;
- 4. Thorough knowledge of building materials and supplies used in the various crafts;

## **Ability to:**

- 1. Act as a representative of Sacramento Public Library to the public;
- 2. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure;
- 3. Communicate effectively and courteously with other staff and members of the public;
- 4. Understand the customer's needs and deliver services by focusing on the customer;
- 5. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
- 6. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility; and
- 7. Maintain a pleasant and productive working atmosphere; maintain composure and work effectively even when under pressure; and
- 8. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

## Skill in:

- 1. Skill in the use of power tools with a focus on personal safety and the safety of others;
- 2. Use of computer software necessary for successful job performance.

## **Education and Experience:**

- 1. High school diploma or G.E.D.
- 2. Two years relevant experience.
- 3. Or equivalent technical training, education, and/or experience.

## **Physical and Environmental Conditions:**

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Requires regular bending, stooping and stretching. Spends 50% of the time standing or walking. Work involves either pushing or pulling heavy furniture or equipment of up to 150 pounds or lifting furniture or power tools up to 60 pounds.

Work involves routine risks or discomforts which require special safety precautions, e.g., working around moving parts, or machines. Work environment also involves everyday risks or

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discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

A valid Class C California Drivers license will be required at the time of appointment and as a condition for continued employment. A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the position.

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**Safety Coordinator** 

Grade: 8

FLSA Status: Non-Exempt Designation: Represented

**Department: Facilities** 

Date: 05/2009

**Job Summary:** Responsible for the safety of staff, customers and facilities; develops and implements safety training, programs and initiatives throughout the Library system; provides ongoing safety and disaster preparedness training to staff; and performs other duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- 1. Identifies safety training needs and develops safety programs throughout the Library:
- 2. Develops, maintains and provides training on a fully OSHA compliant Injury and Illness Prevention Program (IIPP);
- 3. Provides hands-on training on safe use of hand and power tools, forklifts, confined space entry, ergonomics, fall protection, blood borne pathogens, hazardous spill confinement, and other training that may be required:
- 4. Provides ongoing workstation ergonomic assessment and training to staff;
- 5. Responds to safety emergencies and conducts accident investigations;
- 6. Evaluates and analyzes trends, barriers to performance of safe work and root causes of accidents; develops action plans to control or eliminate hazards in the workplace including engineering and/or administrative controls;
- 7. Maintains thorough documentation of all incidents for internal and for OSHA reporting;
- 8. Plans, develops, writes and conducts safety training presentations and safety programs; researches and implements web-based training and record-keeping systems;
- 9. Conducts OSHA compliance audits and inspections of all library work locations; develops audit protocols, schedules, and produces audit reports; establishes annual audit schedules;
- 10. Regularly visits branch locations and other business units to monitor and/or observe employee safety performance; immediately and decisively corrects safety deficiencies that may lead to injury or illness to staff and/or the general public;
- 11. Conducts workplace audits and inspections to identify and alleviate environmental factors and stresses affecting the health and safety of employees;
- 12. Develops disaster response scenarios for each location and conducts disaster response

training exercises;

- 13. Develops and implements pandemic preparation plans, including evacuation and shelter in place preparations for all branches;
- 14. Recommends equipment, procedures, assignments or other actions to alleviate identified problems or concerns;
- 15. Develops, maintains and manages library programs, which prevent or minimize employee exposure to hazardous physical agents including, noise, heat, ergonomic stresses;
- 16. Convenes and chairs regular system-wide safety committee meetings.
- 17. Develops and implements business continuity plans for disaster recovery;
- 18. Facilitates compliance with applicable provisions of federal, state and local regulatory requirements, particularly California Code of Regulations, Titles 8, 17 and 22; maintains currency in applicable regulations and inform, the Library, of changes which may impact library operations.
- 19. Contracts with hazardous waste haulers for the disposal of hazardous materials, ensures that satellite accumulation locations are in compliance with regulations;
- 20. Administers all MSDS records;
- 21. Ensures that all safety equipment is maintained and regularly inspected, including first aid kits, emergency response equipment and extinguishers;
- 22. Investigates worker's compensation claims and recommends corrective action, as appropriate;
- 23. Liaisons with local law enforcement, fire department and other relevant agencies as well as neighborhood and community groups;
- 24. Cultivates and maintains positive relationships with other staff and members of the public;
- 25. Researches, compiles and analyzes data for special projects and various reports;
- 26. Requires regular and punctual employee presence;
- 27. Keeps current on safety trends by attending workshops and educational programs and reading periodicals and specialized literature; and recommends more efficient practices;
- 28. Attends meetings and events; participates in various teams when needed; and
- 29. Performs other duties as assigned.

#### Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

## Knowledge of:

- 1. Thorough knowledge of Sacramento Public Library's policies and procedures;
- 2. Thorough knowledge of security and safety policies, procedures and programs;
- 3. Effective investigative methods:
- 4. Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software;

## **Ability to:**

- 1. Act as a representative of Sacramento Public Library to the public;
- 2. Lead through collaboration, team building, consultation, mentoring, coaching and model this leadership style for others;
- 3. Effectively train others on safety policy and practices;
- 4. Establish, model and maintain a productive and effective working environment;
- 5. Demonstrate the ability to work as part of a team;

- 6. Establish priorities and organize workload effectively and efficiently, paying attention to detail while working under pressure;
- 7. Communicate effectively and courteously with other staff and members of the public;
- 8. Understand the customer's needs and deliver services by focusing on the customer;
- 9. Possess attention to detail and follow through on tasks effectively and efficiently;
- 10. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 11. Respond to customers in a timely, accurate, courteous, respectful and friendly manner;
- 12. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
- 13. Maintain the confidential nature of sensitive information; and
- 14. Keep relevant parties informed of all major issues and recommend changes as appropriate

## Skill in:

Excellent written and oral communication skills.

## **Education and Experience:**

- 1. Bachelor's degree in Occupational Medicine, Occupational Health and Safety, Health Science or related field; and
- 2. Two years relevant experience;
- 3. Certification(s) from the National Association of Safety Professionals (NASP) such as Certified Safety Administrator, or Certified Environmental Health and Safety Management Specialist are highly desirable;
- 4. Or equivalent training, education, and/or experience.

## **Physical and Environmental Conditions:**

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Spends 50% of the time standing, walking, or climbing stairs. Work may involve occasional moving/lifting of items of up to 40 pounds.

Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations and traffic signals when driving. May encounter aggressive human behavior. May require the need to occasionally work irregular hours.

A valid Class C California Drivers license will be required at the time of appointment and as a condition for continued employment. A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the position.

The above job description is not intended as, nor should it be construed as, exhaustive of all

responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

# Sacramento Public Library JOB DESCRIPTION

**Service Philosophy:** Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.

**Field Custodial Supervisor** 

Grade: 4

FLSA Status: Non-Exempt Designation: Represented

**Department: Facilities** 

Date: 05/2009

**Job Summary:** Supervises the work of the Custodial staff at Central and in City/County branches; performs a variety of tasks to ensure that the library facilities are kept clean and presentable; provides supervision and leadership to staff; and performs other duties as assigned.

#### **Essential Functions:**

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Supervises Custodial staff at various City/County branches; trains, schedules work; monitors workflow; conducts performance evaluations; identifies and resolves personnel issues; and models expected behaviors;
- 2. Supervises and schedules the work of the floor specialist custodian;
- 3. Provides limited supervision and training for Central custodial staff;
- 4. Cleans and sanitizes building restrooms and its fixtures;
- 5. Monitors and replenishes soap, paper towel and toilet paper dispensers;
- 6. Vacuums carpeted floors;
- 7. Sweeps and mops hard floors;
- 8. Cleans and sanitizes the building's drinking water fixtures;
- 9. Cleans and dusts the building's furnishings, shelving and other furniture/fixtures.;
- 10. Cleans the elevator cars:
- 11. Cleans interior and exterior windows:
- 12. Cleans heat and air vents:
- 13. Researches, compiles and analyzes data for special projects and various reports:
- 14. Maintains and models positive relationships with other staff and members of the public;
- 15. Requires regular and punctual employee presence;
- 16. Attends meetings and participates in various team activities when needed; and
- 17. Performs other duties as assigned.

## Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

### Knowledge of:

- 1. Thorough knowledge of Sacramento Public Library's policies and procedures;
- 2. Proper cleaning procedures;
- 3. Knowledge of the Library's personnel practices, policies and procedures;
- 4. General knowledge of software and programs necessary for successful job performance.

## **Ability to:**

- 1. Act as a representative of Sacramento Public Library to the public:
- 2. Supervise, plan, and coordinate the work of diverse staff in order to accomplish library goals and objectives;
- 3. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure;
- 4. Communicate effectively and courteously with other staff and members of the public;
- 5. Understand the customer's needs and deliver services by focusing on the customer;
- 6. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
- 7. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 8. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
- 9. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others; and
- 10. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

#### Skill in:

- 1. Excellent written and verbal communication skills;
- 2. Use of computer software necessary for successful job performance.

## **Education and Experience:**

- 1. High school diploma or G.E.D.
- 2. Three years relevant experience.
- 3. Or equivalent technical training, education, and/or experience.

## **Physical and Environmental Conditions:**

Work usually occurs indoors, with acceptable lighting, temperature and air conditions. Requires constant bending, stooping and stretching. Spends 90% of the time standing or walking. Work involves either pushing or pulling heavy furniture or equipment of up to 150 pounds or lifting furniture up to 60 pounds. Cleaning machines may be noisy and some tasks can be dirty and

unpleasant. Requires routine exposure to soiled materials and light chemical substances such as cleaning solutions.

Work involves routine risks or discomforts which require special safety precautions, e.g., working around moving parts, or machines or the use of protective clothing or gear such as gloves. Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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