



## BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 8/15/2022

\*= Mandatory, information must be provided

Click or tap the boxes to enter text. If not applicable, indicate "N/A".

**\*Title:**

Classification and Compensation Matters – New Job Classifications

**\*Introduction/Background:**

The County Free Library requested two new job classifications that more appropriately define the duties and responsibilities performed by employees who are currently performing the work functions of a library-specific delivery driver and a library services public information officer. As such, it was necessary to create two new job classifications that clearly articulate the duties and responsibilities for these roles as they pertain to the County Free Library.

**\*Discussion:**

The County Free Library is currently using the generic job classifications of Van/Bus/Mobile Services Driver and Community Relations Manager for the positions described above. The Classification and Compensation Unit has worked with Library Management to develop two new job classifications that clearly define the duties attributed to each of these positions. If approved, the new job classifications will allow the department to recruit for candidates with the appropriate education and experience to perform the required duties and responsibilities.

**\*Conclusion:**

This proposed new Library Delivery Services Driver and Library Public Information Officer job classifications will provide a more accurate description of work assigned to these positions. These classifications will described the requisite qualifications necessary to recruit qualified candidates, and better enable employees hired into these roles to be successful.

**\*Recommendation:**

It is recommended that the following job classifications be approved for use within the County's Classification System: Class Code: 6106, Class Title: Library Delivery Services Driver, Salary Grade 21, Salary Range: \$32,801-\$47,718, EEO Code 8 (Service-Maintenance), FLSA: Non-Exempt (paid overtime). Class Code: 6112, Class Title: Library Public Information Officer, Salary Grade 54, Salary Range: \$52,662-\$82,077, EEO Code 2 (Professional), FLSA: Exempt, (not paid overtime).

**\*Fiscal Impact:**

The creation of these new job classifications have no immediate cost impact to the County. Any additional costs incurred in hiring positions allocated to this job classification will be borne by the County Free Library from within its current budget. Cost impact in future budget years will be planned for by the Library through the County's normal budget process.

**\*Board of Supervisor District:**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ All

Department: Human Resources

Telephone: 520-724-8028

Contact: Dustin Green

Telephone: 520-724-8111

Department Director Signature: \_\_\_\_\_

Date: 7/28/2022

Deputy County Administrator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

County Administrator Signature: \_\_\_\_\_

Date: 7/28/2022

Code: 6106

Title: LIBRARY DELIVERY SERVICES DRIVER

**SUMMARY:** This classification provides Library delivery services, to include the operation of one-ton high cube box trucks and vans to transport books, materials, money, and other items, between Library facilities and other destinations as required.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Transports monetary deposit bags, mail, materials, supplies, and other items as designated between Library facilities and other destinations;

Picks-up, delivers, loads, and unloads books, materials, supplies, furniture and equipment in a timely manner;

Coordinates with other drivers in the transfer of boxes and bins for delivery to other Library facilities;

Determines best routes between facilities and destinations;

Signs for, maintains the security of, and delivers daily monetary deposits to the Library accounting office;

Maintains daily truck inspections and records;

Performs basic service and operator-level maintenance of assigned vehicles (e.g., maintain adequate supplies of fuel, air in tires, inspect vehicles for safety compliance, wash/clean exterior and interior of vehicles) and auxiliary equipment installed within the vehicle;

Coordinates required vehicle servicing, repairs, and periodic maintenance with Fleet Services or supporting dealerships;

Reports all vehicle issues or concerns to the Library Delivery Manager.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- business English, punctuation, grammar and spelling;
- city/county streets as well as the locations of various facilities and other destinations;
- traffic laws, ordinances, and regulations governing the safe operation of motor vehicles operation of assigned vehicle(s);
- ensures compliance with County protocols, policies and procedures relative to area of assignment;
- routine vehicle service and maintenance requirements;
- appropriate vehicle operations and how changes in conditions and the environment will affect outcomes.

Skill in:

- communicating effectively, orally and in writing as appropriate for the needs of the audience;
- operating and performing operator-level servicing and maintenance of assigned vehicles;
- operating mechanical, electrical, and hydraulic lifting devices;
- planning and organizing schedules and routes;
- reading and interpreting street guides and maps;
- troubleshooting vehicles and/or equipment and determining appropriate action;
- ensuring the appropriate use of equipment, facilities, and materials needed to do certain work.

MINIMUM QUALIFICATIONS: EITHER

- (1) Two years of experience operating a motor vehicle (automobile, van or bus);  
OR  
(2) Six months of experience providing commercial delivery or messenger services requiring the use of a motor vehicle (automobile, van or bus).

OTHER REQUIREMENTS:

Licenses and Certificates: All positions require a valid Arizona Class D driver license at the time of application and must be maintained as a condition of employment. Failure to maintain the required certification/licenses shall be grounds for termination.

Special Notice Items: Satisfactory completion of the County Defensive Driving and special bus/van operator training courses (provided by Facilities Management) is required following appointment; failure to satisfactorily complete required training may be grounds for termination. Per Administrative Procedure 30-11, vehicle operators must demonstrate operator proficiency to their immediate supervisors, at a minimum, on an annual basis. All other provisions of 30-11 apply. Some positions may be required to work rotating shifts, including nights and weekends. Some positions may require bi-lingual abilities, in English and a second-language, as determined by the appointing authority.

Physical/Sensory Requirements: All positions require the ability to safely operate a motor vehicle, to lift, push, pull and carry up to 50 pounds, to remain in standing, walking, stooped, and bending positions for extended periods of time while performing a variety of tasks, and to independently move and manipulate heavy objects, such as book carts, hand trucks, or pallet jacks weighing up to 100 pounds.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

*Code:* 6112

*Title:* LIBRARY PUBLIC INFORMATION OFFICER

**SUMMARY:** Leads the Library staff in coordinating the dissemination of public information and serves as the primary contact to the media, advocates, lawmakers, and the community at large.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Assists the Library staff and administration with promotion of new and existing programs, services, and events;  
Develops and implements strategic marketing and communications plan;  
Maintains up-to-date contact list of local, regional, and industry print, broadcast, and radio media;  
Writes and distributes press releases to local and regional print, broadcast, and radio media, Library advocacy groups, Pima County Board of Supervisors, Pima County Communications, Library Advisory Board, and all library staff;  
Responds to all media inquiries and arranges interviews and photography as needed;  
Oversees advertising budget, create annual advertising plan, work with vendors, and submit advertisements;  
Researches, writes, schedules and distributes all customer email communication through automated software platforms;  
Serves as liaison between the Library and Pima County photographers; arranging photoshoots to support marketing efforts;  
Writes talking points for library staff and administration for a variety of topics;  
Communicates service model changes and crisis messaging through automated software platforms, by telephone, and other channels as available;  
Manages the phone messages for all library facilities;  
Writes blog posts highlighting library services, community partners, customers, and staff;  
Interviews customers whose positive experiences demonstrate the Library's importance in the community;  
Works with the Library marketing team to produce a comprehensive annual report;  
Assists staff in preparing for media appearances;  
Edits materials written by colleagues, including but not limited to blog posts, opinion pieces, external articles, presentations, and training documents;  
Promotes the work of the Library's affinity teams through customized content creation on website, in emails, and in media pitches;  
Curates themed book lists for use on the Library's website and in marketing materials;  
Serves as the Department's representative during community meetings, board meetings, other County department meetings, and professional conferences.  
Handles all translation needs and ensure library materials are translated in a timely manner and meet the needs of a diverse community;  
Establishes and maintains relationships with governmental agencies, service organizations, businesses, neighborhood organizations, local media, and special interest groups;  
Prepares monthly publicity reports for Library Advisory Board;  
Reviews monthly Public Services Report and follow up on story leads;  
Works collaboratively with branch staff to coordinate anniversary and grand opening events;  
Creates surveys for staff members to assess the needs of specific communities, including those who use the Seed Library;

Maintains up-to-date contact lists for Library Advisory Board, Friends groups, and Pima Library Foundation;  
Communicates internally and externally about library construction projects.

KNOWLEDGE & SKILLS:

Knowledge of:

- business English, punctuation, grammar and spelling;
- principles, best practices, and methods for building awareness of and promoting programs or services;
- public service best practices including culturally competent community-driven programming, public relations, and customer service, and conflict management complaint resolution;
- local, county, state, federal and accreditation body rules, regulations, and standards appropriate to area of responsibility;
- understanding the implications of new information for both current and future problem-solving and decision-making.
- the different needs of diverse communities and cultures served by the library;
- ensures compliance with County protocols, policies and procedures relative to area of assignment.

Skill in:

- effective time management; to include scheduling, coordinating; multitasking and facilitating;
- communicating effectively, orally and in writing as appropriate for the needs of the audience;
- problem solving; decision making and conflict resolution;
- working collaboratively with colleagues and various stakeholders;
- budgeting and forecasting expenditures;
- motivating colleagues and others in support of departmental programs;
- establishing and maintaining effective working relationships with governmental agencies and community partners;
- utilizing differentiated instructions for internal and external customers and the ability to creatively adapt instruction methods to meet the needs of the audience;
- practicing self-discipline and course correction when necessary;
- principles and practices of promotion, public relations and marketing.

MINIMUM QUALIFICATIONS:

EITHER

(1) A Bachelor's degree from an accredited college or university with a major in public administration, communications, management or a field applicable to the department's operations, and four years of administrative, supervisory, or management experience involving communications or a related functional area.

OR

(2) Eight years of experience in public administration, communications, management or a field applicable to the department's operations, including four years of experience in a managerial or supervisory capacity.

(Additional relevant work experience and/or education from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require specialized certification or licensure relative to assignment at the time of appointment or prior to completion of an initial or promotional probation period.

Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of an initial or promotional probation period. Failure to obtain/maintain the required certifications/licenses shall be grounds for termination.

Special Notice Items: Some positions may be required to work rotating shifts, including nights and weekends. Some positions may require bi-lingual abilities, in English and a second-language, as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Proposed New Classification August 2022