



MARKHAM PUBLIC LIBRARY

Sunday Part-Time Supervisor (Temporary contract for Approx. 12 months)

Job Posting # 2024-64

Job Type: Non-Union Part-Time (Temporary)

Hours: 4 hours consecutive or alternate Sundays Number of openings: 3

Salary: \$32.95 per hour

Posting Date: December 13, 2024

Closing Date: December 27, 2024, by 4:30pm

Applications are now being received for **Sunday Part-Time Supervisor** positions in the Service Excellence Department with the Markham Public Library, **effective January 2025**. Work locations are to be determined and subject to change.

VISION FOR THE POSITION

Sunday is one of the busiest service days for MPL – the Sunday Supervisor coordinates operations of the branch on Sundays to ensure effective and efficient service delivery. The Sunday Supervisor is a temporary position that supplements the branch staffing compliment on Sundays, providing supervision to staff and coordination of services.

The Sunday Supervisor ensures services at both the Information Services and Borrower Services departments meet MPL's standards for customer excellence. They administer the daily department schedules to ensure sufficient staffing at all service points. The Sunday Supervisor assists with delivering direct customer service in both departments as necessary. The Sunday Supervisor provides communications to the Branch Manager to ensure continuity of service and assists with the resolution of any service issues or other troubleshooting required during their shift.

DUTIES AND RESPONSIBILITIES

Department Oversight

1. Oversees the work of the Borrower Services department including the material processing functions, customer service, material flow and issue resolutions.
2. Ensures that Borrower Services staff work effectively, efficiently and ergonomically in order to manage the volume of work in the department.
3. Ensures staff in both Borrower Services and Information Services achieve departmental targets and works according to the relevant standards for the department.
4. Responsible for the rotation of duties for the pages that promotes the prompt return-to-shelf of library materials and the effective organization of the branch collections.
5. Oversees the work of the Information Services department including reference and readers advisory services, technology support for customers, and programming.

Customer Service

6. Provides direct customer service in both departments as required. Provides coverage in either department in the event of an unexpected staff absence and provides service coverage for scheduled staff breaks.
7. Resolves escalated customer issues. Exceeds customer expectations, and develops creative solutions to meet and/or acknowledge customer needs.
8. Maintains the high standards for the customer experience and creates a welcoming branch environment.

9. Creates the Customer Experience by maintaining standards for merchandizing and ensures the branch is maintained as a clean, organized and attractive space.

Department Administration

10. Verifies time sheets for the day and confirms attendance of staff.
11. Administers daily staff schedules in order to maximum productivity of the department.
12. Assists with reconciling daily receipts where required.
13. Assists with the reporting and resolution of service or technology issues.
14. Prepares Incident Reports for any instance of customer or staff injury, theft, harassment or violence, accidents or other exceptional situations.
15. Communicates relevant information to the Branch Manager, including any issues requiring further action.
16. Performs other duties as required.

QUALIFICATIONS

1. Undergraduate degree from an accredited post secondary institution is required.
2. Master of Library Science from an ALA accredited program is preferred.
3. Previous supervisory or leadership experience in a similar field is required.
4. Minimum of 1 year previous library experience is preferred.
5. Familiarity and experience with Library automated systems and self-service equipment is an asset.
6. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

DEMONSTRATED SKILLS

1. Demonstrated ability to communicate effectively orally and in writing.
2. Demonstrated creative thinking and problem solving skills.
3. Demonstrated ability to use excellent judgement to resolve customer issues.
4. Ability to coach staff and customers effectively in the use of technology, including customer self-service technologies.
5. Demonstrated excellent customer service skills and the ability to effectively lead in a customer service environment.

COMPETENCIES

- Anticipates Customer Needs
- Aligns with the Customer Service Revolution
- Provides Proactive Customer Service
- Practices Strong Organizational Skills
- Thinks Analytically
- Manages Difficult Conversations & Resolves Conflict
- Interpersonal Communication Inspires Teamwork

Note: The contract period is from January 2025 for 12 Months.

All interested candidates are asked to submit a resume and cover letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markham.library.on.ca

Please quote the **job posting #2024-64** in the Subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.