



## MARKHAM PUBLIC LIBRARY

### **Sunday Services Manager (Temporary Contract for 12 Months)**

Job Posting # 2024-65

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

Hours: 8 hours per week on average

Number of openings: 1

Salary: \$44.40 per hour

Posting Date: December 13, 2024

Closing Date: December 27, 2024 by 4:30 p.m.

Applications are now being received for the above position at the Markham Public Library.

#### **VISION FOR THE POSITION**

Reporting to the Director, Service Excellence, the Sunday Service Manager is a temporary position that supplements the branch staffing complement on Sundays, providing supervision to staff & coordination of services across the system.

Sundays are traditionally one of MPL's busiest service days across the system's 8 branches. The Sunday Service Manager coordinates system-wide services weekly to ensure customers experience a consistent & positive library experience. A unique leadership role, position requires coordination and organizational skills, strong communications & initiative. Is the point of contact for all MPL staff on Sundays, addressing unexpected scheduling changes, services, escalated customer issues & facilities & operational issues. Communicates relevant information to & from the branch managers & staff to provide continuity throughout the week.

#### **DUTIES AND RESPONSIBILITIES**

##### **Department Oversight & Branch Operations**

1. Maintains effective & efficient branch operations. Through ongoing observation & participation with staff, suggests options for incremental operational improvements to enhance customer service experience.
2. Provides supervision & coaching to branch staff & maintains a consistent presence to ensure that work is performed according to the organization's standards, policies & procedures.
3. Oversees the work of the Borrower Services department including the material processing functions, customer service, material flow & issue resolutions.
4. Oversees the work of the Information Services department including reference & readers advisory services, technology support for customers & programming.
5. Provides ongoing staff performance feedback & reports any performance issues to appropriate Manager.

##### **Customer Service**

6. Motivates staff to provide exceptional customer service through MPL's customer service standards and strategies.
7. Builds relationships with customers, actively seeking feedback, and welcoming customers throughout the work day.
8. Assists with service delivery in order to model effective service behaviours for staff.
9. Provides direct customer service in all areas as required in the event of unexpected staff absences.
10. Resolves escalated customer issues. Exceeds customer expectations & develops creative solutions to meet and/or acknowledge customer needs.
11. Creates the Customer Experience by maintaining standards for merchandizing & ensures the branch remains a clean, organized and attractive space.

##### **Department Administration**

12. Verifies time sheets for the day and confirms attendance of staff.

13. Administers daily staff schedules in order to ensure maximum productivity of the department.
14. Assists with reconciling daily receipts where required.
15. Assists with the reporting & resolution of service or technology issues.
16. Prepares Incident Reports for any instance of customer or staff injury, theft, harassment or violence, accidents or other exceptional situations.
17. Communicates relevant information to the appropriate Branch Manager or Director, Service Excellence, including any issues requiring further action.
18. Maintains a safe & harassment-free workplace. Work with appropriate management personnel to address deficiencies or correct potential issues. Identifies potential workplace hazards & addresses them promptly.
19. Performs other duties as required.

### **QUALIFICATIONS**

1. Master's Degree in Library Science or equivalent from an ALA accredited faculty of Library / Information Science.
2. Minimum of one (1) years of supervisory experience in a customer service environment. Direct people management experience is preferred.
3. Minimum of 1 year public library experience is required.
4. Familiarity & experience with Library automated systems & self-service equipment is an asset.
5. Must have a valid driver's license & access to a vehicle.
6. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

### **DEMONSTRATED SKILLS**

1. Exceptional interpersonal skills & leadership capabilities.
2. Commitment to the delivery of quality customer service to both external & internal customers.
3. Ability to coach & motivate staff.
4. Ability to mediate & resolve conflict effectively.
5. Ability to exercise effective and appropriate judgment & independent decision-making.
6. Excellent oral & written communications skills.
7. Demonstrated excellent customer service skills & 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 Conflicts
- 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 covering letter indicating how they meet the qualifications of the position to:

E-mail: [jobposting@markham.library.on.ca](mailto:jobposting@markham.library.on.ca)

Please quote the job posting **#2024-65** 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.**