



## MARKHAM PUBLIC LIBRARY

### **Branch Services Manager (PT) (Temporary Contract for approx. 12 Months)**

Job Re-Posting # 2025-51R

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

Hours: 19.5 hours per week on average

Number of openings: 1

Salary: \$47.67 per hour

Posting Date: March 3, 2026

Closing Date: March 17, 2026, by 4:30 p.m.

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

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

The Branch Services Manager (Part-Time) plays a key role in delivering the Library's vision for service excellence by ensuring customers receive consistently high-quality service. This position oversees daily operations and service delivery at the Thornhill Village Branch.

As a frontline leader, the Branch Manager sets the tone for exceptional customer service by modeling the Library's Customer Service Promise and Standards. The role works closely with staff to support effective service delivery, fosters positive relationships with customers, and identifies opportunities for improvement based on feedback. Using sound judgment, the manager enhances the customer experience and promotes a welcoming environment.

This is an entry-level people management role, responsible for coaching and supporting staff in a customer service setting. The Branch Services Manager motivates and engages team members, encourages collaboration, and helps build strong, service-focused teams. The position also contributes to process improvements and operational efficiencies.

#### **DUTIES AND RESPONSIBILITIES**

##### ***People Management***

1. Provides supervision, coaching & mentoring to branch staff. Provides ongoing feedback re. staff performance & development opportunities.
2. Responsible for performance reviews; recommends to and collaborates with Senior Managers in the implementation & administration of attendance, performance & accommodation management. Administers the Collective Agreements, handles grievances & recommends employee discipline.
3. Motivates staff to provide exceptional customer service through MPL's customer service standards & strategies. Engages staff through opportunities to make service improvement suggestions.
4. Ensure that work is performed according to the organization's standards, policies & procedures.
5. Ensures high level of staff engagement through coaching & training, seeking input & providing recognition. Provides staff with ongoing feedback & support and skills development opportunities. Responsible for goal setting at both the employee & branch levels.
6. Works with Administration on staff recruitment, including interviewing & hiring new employees. Implements new employee on-boarding with the support of the Manager, Organizational Transformation.
7. Actively supports the Library's ongoing work in the areas of Inclusion, Diversity, Equity and Accessibility, and works to cultivate a branch culture committed to inclusion.

### ***Branch Operations***

8. Maintains effective & efficient branch operations, including department workflow. Suggests options for incremental operational improvements to enhance the customer service experience.
9. Works with staff to enhance branch performance. Ensures that the branch staff meet the relevant metrics for customer services.
10. Participates in management meetings & branch-focused project work to enhance services.

### ***Customer Service***

11. Builds relationships with customers, welcoming them & actively seeking their feedback throughout the day.
12. Assists with service delivery in order to model effective service behaviours for staff.
13. Implements MPL's Customer Service Standards, including the look & feel of the branch. Clearly identifies & communicates expectations to ensure strategic outcomes are achieved.
14. Participates in the evaluation of staff delivering programs to the public to ensure program participants receive a consistent experience.

### ***Administration Responsibilities***

15. Maintains a safe & harassment-free workplace. Works with appropriate management personnel to address deficiencies or correct potential issues. Identifies potential workplace hazards & addresses them promptly.
16. Undertakes branch administrative duties including payroll, leave requests & branch maintenance. Compiles branch performance data & participates in the analysis of statistical trends & outcome measures.
17. Maintains accurate biweekly schedules for branch departments. Ensures that the branch achieves optimal staffing levels by scheduling staff based on operational requirements.
18. Works with branch supervisors to determine department goals & priorities. Reports regularly on progress against these goals to Senior Management & branch staff.

### ***Other Responsibilities***

19. Assumes a leadership role on internal & external library or professional committees.
20. Prepares reports on Branch operations for Senior Administration & the Board.
21. Performs other related 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 three (3) years of supervisory experience in a customer service environment. Direct people management experience is preferred.
3. Minimum of two(2) years' public library experience required.
4. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.
5. Must have access to transportation and have the ability to work at various locations if needed.

## **DEMONSTRATED SKILLS**

1. Comprehensive knowledge of public library practices & procedures and branch library services.
2. Knowledge of & commitment to the Library's *Strategic Plan*.
3. Exceptional interpersonal skills & leadership capabilities.
4. Commitment to the delivery of quality service to both external & internal customers.
5. Supervisory experience & skills.
6. Ability to coach & motivate staff.
7. Ability to mediate & resolve conflict effectively.
8. Ability to exercise effective & appropriate judgment & independent decision-making.
9. Excellent oral & written communications skills.

## **CORE COMPETENCIES**

- Organizational Alignment
- Service Orientation
- Leads Others
- Thinks Creatively with a Learning Mindset
- Thinks Critically
- Manages Boundaries and Resolves Conflicts

**Note: The contract period is for approx. 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@markhamlibrary.ca](mailto:jobposting@markhamlibrary.ca)

Please quote the job posting **#2025-51R** 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.

### **AI Disclosure**

At the Markham Public Library, we value transparency and fairness in recruitment. We do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

### **Vacancy**

Temporary New Vacancy

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