

King Township Public Library Job Description

| JOB INFORMATION | | | |
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| Job Title: | Branch Supervisor – Schomberg | | |
| Classification: | Permanent Full time (currently Grade 4) | | |
| Reports to: | Manager of Administrative and Branch Services | | |
| Supervision: | Daily operational oversight of Library Assistants, Pages, Co-op Students, Summer Students and Volunteers | | |
| Revision Date: | May 2021 | Location: | Schomberg Branch; may be required to work at ALL Library locations |

| JOB SUMMARY: |
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| <p>The Branch Supervisor - Schomberg is an integral member of the Branch Services team and is responsible for the oversight of the day-to-day operations of the Schomberg branch, including public service, staff training, safety and facility maintenance, with the goal of cultivating an environment that strives for customer service excellence service in a rapidly changing environment. As a constant presence in the Schomberg branch, the Branch Supervisor will offer service continuity for the community in a way that meets the strategic direction set forth by the KTPL Board.</p> <p>This position reports to the Manager of Administrative and Branch Services and also takes daily direction from the Branch Services Coordinator. In the course of implementing special projects, on occasion, the Branch Supervisor may report to other senior managers.</p> |

| RESPONSIBLE FOR: |
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| <ul style="list-style-type: none"> ● Leading and empowering branch staff through supervision, coaching and training, to create a welcoming, inclusive environment for patrons of all ages ● Inspiring the highest standards of customer service, modeling expected behaviors and competencies and assisting staff in the de-escalation and resolution of customer service issues, interpreting and applying KTPL policy and procedure and where appropriate, referring to the relevant department or escalating to management ● Promoting and sustaining an organizational culture that reflects KTPL values of collaborative teamwork ● Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations ● Providing information and reader’s advisory services for all ages ● Mastering the Library’s suite of electronic platforms, ILS (catalogue) and digital resources to effectively instruct the public in their use, actively promoting them where appropriate ● Processing interlibrary and interbranch loans (including receiving and preparing deliveries) ● Handling cash, debit and credit card transactions and end of shift reconciliations ● Branch appearance, where spaces are attractive, tidy and prepared to receive patrons |

- Ensuring equipment and technology (e.g. ILS) is operational, trouble-shooting and resolving problems as needed
- Safe operation of library facilities e.g. opening and closing procedures, health & safety inspections, etc.
- Acting as the liaison between management and branch staff through regular communication channels to relay policy, procedural and organizational updates, keeping everyone well-informed and maintaining system-wide consistency
- Providing constructive feedback to the Branch Services Coordinator on operational process as well as staff performance and developmental needs
- Preparing statistics and reports as required
- Proactively identifying concerns and recommending solutions to management in order to improve all areas of service delivery and internal procedures (public services, programming, collections, marketing, etc.)
- Ensuring the smooth delivery of programming and updating branch displays and promotional materials, as directed by the Manager of Community Engagement and Marketing or their designate
- Facilitating collection management activity as directed by the Manager of Content and Information Technology or their designate (e.g. shelving, shifting, weeding, screening & sorting donations)
- Contributing to and presenting at staff meetings as appropriate and serving on committees as needed
- Providing input into the hiring process for branch staff
- Training branch staff to ensure skills remain current and overseeing onboarding of new hires
- Compliance with and effectively implementing all Library Policies and Procedures as well as relevant legislation, such as the Employment Standards Act and the Ontario Health and Safety Act, e.g., reviewing, acting upon & documenting recommendations resulting from health & safety inspection reports
- Serving as the initial contact when there are incidents and matters requiring assistance from local authorities, communicating to senior management in a timely manner
- Accountable for the safety and security of library assets including awareness and oversight of building and property: identifies facility deficiencies, initiating requests for and monitoring completion of building maintenance services and janitorial tasks or escalating as necessary
- Maintaining an up-to-date knowledge of library trends and issues through professional development, meetings and reading industry-related periodicals and specialized literature
- All other duties as assigned

QUALIFICATIONS:

- Post-secondary diploma in Library and Information Technician program or related discipline
- 2 years' experience in a public library environment; supervisory experience an asset
- Experience using an Integrated Library System (Symphony Workflows an asset) and proficiency with library software and applications
- Strong customer service background and ability to train and supervise staff in service excellence
- Proof of valid Ontario Driver's License, up-to-date insurance and reliable transportation a must

- Successful candidate will be required to provide a current Vulnerable Sector Check
- Able to work flexible hours, including evenings and weekends, at ALL branches within the library system
- Fluent in English with excellent presentation, oral and written communication skills
- Minimum physical requirements: able to lift 30 pounds, bend, reach, and stretch

WORKING ENVIRONMENT:

- Rapidly changing, highly automated public environment, serving all ages and abilities
- Requires day, evening and weekend shifts at any of the KTPL's locations and community events
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving the public and stakeholders: may be exposed to conflict and emotionally-charged situations
- Local travel for meetings, events and outreach
- Involves standing, computer and electronic device usage, and occasional light physical exertion (e.g.: pulling, lifting & carrying materials, boxes & equipment)

COMPETENCIES:

- Performs duties with judgement and initiative
- Proven ability to work accurately and multi-task while meeting deadlines and production schedules
- Strong time management and organizational skills with extreme attention to detail
- Exhibits the flexibility to accept change and the resilience to adapt with curiosity and enthusiasm

Oversight and Supervision:

- Experience in or aptitude for supervision, including communication and conflict management, planning and coordination
- Demonstrates sound judgment, a strong work ethic, problem solving ability and taking initiative
- Organizes work effectively in order to balance multiple responsibilities and priorities
- Thorough understanding of public library services
- Committed to upholding all health and safety policies and practices
- Demonstrates knowledge and skills necessary to work effectively with all demographics and age groups

Customer service:

- Provides excellent service in person, on the telephone and through electronic communications that is customized to meet the needs of individual users
- Feels energized serving members of the public, maintaining positivity and enthusiasm in a busy work environment with frequent interruptions
- Make customer service a top priority while using good judgement and showing empathy when applying library policies
- Ability to model superior customer service practices to other staff and develop others' customer service abilities
- Ability to function calmly and effectively during stressful situations
- Uses tact, discretion and respects confidentiality

Problem-solving and decision-making:

- Looks for alternative solutions to problems; knows when to proceed with a solution and make a decision independently or when to seek help or guidance from other staff or escalate to management

Staff training and development:

- Fosters a learning and growth environment within the library
- Identifies opportunities for growth and development of the staff under their supervision
- Confident role model for their peers and subordinates
- Diplomatically handles challenging or tense interpersonal situations

Team work:

- Works as a team player, contributes to the overall success of the Library and exhibits a learning and growth mindset
- Ability to work autonomously or cooperatively in a team environment
- Establishes and maintains effective working relationships with both internal and external contacts

Learning and Personal Growth:

- Manages the development of one's own career and ongoing improvement of knowledge, skills and abilities through a commitment to personal growth and lifelong learning
- Anticipates and adapts to change with a sense of optimism and opportunity

Communication:

- Advanced presentation, written and oral communication skills
- Fluent in English (verbal, writing and reading)
- Ability to instruct and assist both users and staff especially in self-services and supporting technologies

Technology:

- Advanced knowledge of current Microsoft Office software (PowerPoint, Outlook, Word, Excel)
- Proficiency with the software, online content sources, applications and technology used in a public library
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge