

Position: Coordinator, Program Development

Competition Number: 2021-EX-EN-53128523-01

Competition posting date: 2021-02-12

Competition closing date: 2021-02-26

Ottawa Public Library, Customer Experience, Program Development

1 Full-time Continuous Position - 35 hours/week

Affiliation: CUPE 503 Library

Salary: \$72,614.36 to \$86,664.76 annually (2019 rates of pay)

Location: Library, 191 Laurier Avenue

Category: Current Opportunities

Employment Group: Library

Job Summary

Reporting to the Manager, carries out duties and responsibilities of their assigned service area. Performs, administrative and human resource management duties. Participates in the development of policies, procedures and objectives for library services. Maintains an up-to-date knowledge and expands awareness of Library developments. Establishes and maintains liaisons with internal and external contacts. Exercises responsibility for the day-to-day operation of the library branch/service.

Work is performed within the context of the policies and framework of the Library corporate culture as embodied in the Mission Statement, Core Values, Customer Experience Guidelines and the Canadian Library Association position statements on Intellectual Freedom and Diversity and Inclusion, with particular emphasis on providing customer service excellence.

Education & Experience

- Master's Degree in Library and/or Information Science from an accredited library school.

- Minimum of four (4) years of progressively increased responsibilities in library.

Language, Certificates & Licenses

The successful candidate will be required to complete a Vulnerable Sector Check to the Ottawa Public Library's satisfaction.

Day 1 Ready – immediate requirement for language proficiency:

French oral, reading, writing required

English oral, reading, writing required

Candidates must meet language requirement for position upon hire.

Knowledge

- Management principles, including policy and procedural development, human resource management, budgeting and monitoring.
- Methods and techniques for customer service and complaint investigation and resolution.
- Theories and principles of library science as well as methods and techniques of library operations.
- General knowledge of Library policies and procedures.
- Library circulation procedures and practices.
- Supervisory techniques and practices.
- Desktop applications, intranet and internet and keyboarding procedures, to the extent where it may be required to demonstrate such usage to colleagues or library patrons.
- Methods and techniques for sorting and shelving library materials according to alphabetical, Dewey Decimal or other prescribed sequence and procedures.
- Carry out, supervise and demonstrate a range of circulation activities.
- Must possess the training, experience and knowledge to organize the work and its performance.
- Knowledge of customer service techniques and protocols
- Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

Competencies & Skills

- Lead by example, demonstrating integrity, creativity and enthusiasm in achieving results directly and through staff work teams.
- Exercise effective judgement and independent decision-making capabilities.
- Evaluate existing methods and procedures, analyze alternatives and develop and implement effective solutions or changes.
- Develop workplans; assign work, evaluate performance and supervise staff.
- Well developed organizational skills.
- Use tact, discretion and confidentiality.
- Excellent verbal and written communication skills.
- To prepare and analyze statistics and report to management.
- Perform multiple tasks concurrently.
- Mediate and resolve conflicts effectively.
- Ability to handle and account for cash and to prepare bank deposits.
- Data-entry, retrieval and keyboarding skills including use of standard office equipment, including operating an IBM compatible computer in Microsoft Windows.
- Minimum keyboard skills of 25 wpm.
- Customer service orientation, including the use of tact, discretion and confidentiality

If this opportunity matches your interest and profile please apply online:

<https://app06.ottawa.ca/cgi-bin/jobs.pl?id=2021-EX-EN-53128523-01>