

Position: Coordinator, Program Development

Competition Number: 2021-EX-EN-53264656-01

Competition posting date: 2021-04-28

Competition closing date: 2021-05-13

Ottawa Public Library, Customer Experience, Program Development

1 Full-time Temporary Position - 35.00 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 for their assigned service area – Program Development. 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 and coordination of centralized program planning and service development for children, teens and adults. 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.

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, including supervisory experience and some experience planning and developing programs and services.

*Alternative educational credentials combined with job-related experience, demonstrated performance, and ability may be considered in lieu of stated academic requirements.

Language, Certificates & Licenses

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

Bilingual requirement for language proficiency:

French oral, reading, writing required

English oral, reading, writing required

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.
- Supervisory techniques and practices.
- Adult/Children literature in a variety of formats, readers' advisory services, trends in reading, literacy and ESL collections and adult/children's programming.
- Reference resources in print, microform and electronic formats and of current developments in reference services.
- Principles of public library programming and program development.
- Electronic database and other bibliographic searching techniques.
- Working knowledge of applicable occupational health and safety legislation.
- General knowledge of Ottawa Public Library policies and procedures related to health and safety.

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.
- Ability to work well with new technology
- 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.
- 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.

LEADERSHIP COMPETENCIES

The key competencies that describe the skills and behaviours expected to be demonstrated by managers and supervisors at the City of Ottawa are available on Ozone. The seven Leadership Competencies, which align with Servant Leadership, are:

- **Strategic Leadership** - Sets/implements the strategic direction, understands internal and external trends, the political sensitivities of the organization and applies this knowledge to support the long-term vision and success of the City
- **Demonstrates Business Sense** – Understands the impact of decisions on the business and the ability to strive to improve business performance; requires an awareness of business issues, processes and outcomes as they impact the community, the City's reputation and strategic direction
- **Builds Collaborative Relationships** - Proactively communicates, builds and utilizes professional relationships and partnerships with all internal and external stakeholders
- **Fosters Innovation and Change** - Develops an environment that embraces innovation and efficiently integrates change into the organization
- **Engages Employees** - Leads, coaches, mentors and develops an engaged, diverse workforce of individuals and teams, where work is performed in a safe, respectful environment and successes are recognized and celebrated regularly
- **Delivers Results** - Creates effective plans and performance measures, holds themselves and others accountable for measurable, high quality, timely and cost-effective results

- **Client-centric Focus** - Serves the client interest through focusing individual, team and organization effort on identifying and meeting key and diverse client needs (the term “client” includes both internal and external clients)

If this opportunity matches your interest and profile please apply online at the following link: <https://app06.ottawa.ca/cgi-bin/jobs.pl?id=2021-EX-EN-53264656-01>

If this is your first online application please refer to our [resources on how to apply for jobs](#) online .

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the [HR Service Centre](#) at 613-580-2424, extension 47411