



JOB DESCRIPTION

Customer Engagement & Collections
Manager

SECTION: 02 PERSONNEL	POLICY NO: 02-10-2-2.1
DEPARTMENT: Customer Engagement & Collection	REPORTS TO: Chief Executive Officer
CLASSIFICATION: Professional Librarian; Permanent Full-time Non-Union	DIRECT REPORTS: Circulation Support Circulation Team Leader Pages

JOB SUMMARY
Responsible for coordinating, managing, and staff supervision of circulation staff, as well as library customer services, membership services, and collection development.

PRIMARY RESPONSIBILITIES	
Public Service Excellence	Ensures customer service excellence and efficiency. Handles customer requests, suggestions and concerns. Coordinates membership services and patron data management. Manages in-library and off-site lending and services. In conjunction with Management team, plans and coordinates usage and aesthetic of spaces within the Library. Ensuring AODA compliance and accessible service standards
Collection Development	Establishes and applies selection and evaluation criteria to build a collection of high quality popular and relevant resources. Maximizes the appeal of the collection through displays and finding aids. Engages readers to discuss books and reading, and promote literacy. Manages the collections budget and coordinates purchasing.
Staff Leadership	Determines, develops, recommends, coordinates and/or conducts staff training and development. Appraises performance and conduct of employees. Identifies areas of inadequate performance and undertakes informal and participates in formal corrective action. Coordinates staff scheduling for public services; grants sick and annual leave. Administers library activities in accordance with Collective Agreement and Board policies. Models excellence by engaging in desired behaviours and service standards. Provides visible support for others during times of stress or crisis and steps forward to lead as needed and as appropriate.

	Encourages staff champions for employee recognition and morale.
Management	<p>Maintains accurate records, including, but not limited to staff schedules, collections and other necessary department records; and prepares regular reports.</p> <p>Represents the library in partnerships with external organizations to analyze and deploy technologies and maintains liaison with vendors.</p> <p>Conducts research, responds to surveys and provides background information to the CEO.</p> <p>Collaborates with other managers in developing programs and initiatives in support of library goals.</p> <p>Makes recommendations and prepares budget requests for the maintenance and enhancement of library services.</p> <p>As a member of the management team, attends and participates in Library Board, staff, and management meetings.</p> <p>Acts as Staff member in Charge in rotation with other staff.</p> <p>Directs Library in absence of CEO.</p>
Strategy Development	<p>Participates in development and achievement of Library goals and objectives with CEO and Library Board.</p> <p>Analyses records and statistics for all public services activities to ensure effectiveness and efficiency.</p> <p>Pursues opportunities to develop and implement innovative public services in support of library goals.</p> <p>Assists CEO in general management of Library including long-range and strategic planning, implementation of Board decisions, and execution of statutory responsibilities.</p> <p>Conducts research, responds to surveys, provides background information to CEO.</p>

HEALTH & SAFETY

This position is required to act on behalf of the Corporation and shall ensure compliance with the duties of employers as described in the Occupational Health and Safety Act and Regulations and is responsible for the health and safety of Library employees and must ensure at all times that:

- a.) Employees work in the manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act, the regulations, and Library policies.
- b.) Employees use or wear the equipment, protective devices or clothing that the Library requires to be used or worn.
- c.) Workers are advised of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware.
- d.) Where so prescribed, workers are provided with written instructions as to the measures and procedures to be taken for protection of the worker.
- e.) Every precaution reasonable in the circumstances is taken for the protection of a worker

EDUCATION AND TRAINING

Ideal candidate shall have Master of Library and Information Science from an ALA accredited library school.

Additional training in supervision and personnel management an asset.

EXPERIENCE REQUIREMENTS

The ideal candidate will have a minimum of five (5) years of relevant library experience at a professional level with management responsibilities. Experience with and knowledge of contemporary collection development practices and tools. Experience and understanding of community-led service an asset.

GENERAL REQUIREMENTS

Willingness and ability to travel locally and regionally. Must possess a valid class "G" driver's license. Access to a personal vehicle may be required.

SKILLS AND ABILITIES

- Excellent public relations and customer service skills
- Must demonstrate thorough proficiency in staff management and supervision, the development of policies and procedures, team management, and communications
- Knowledge of public library organizational regulatory and legislative environment an asset
- Must demonstrate leadership, organizational, communication, and management skills applicable throughout the organization

PHYSICAL REQUIREMENTS

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| <ul style="list-style-type: none"> • Computer and keyboard usage • Ability to concentrate | <ul style="list-style-type: none"> • Lifting library materials up to 25 lbs • Frequent sitting, standing |
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COMMITTS TO THE FOLLOWING CORE COMPETENCIES FOR THE POSITION

Collection Development	Builds and maintains a collection of resources in many formats based on the needs of the entire community. Performs ongoing evaluation of the collections. Builds and maintains a collection of resources in many formats based on the needs of the entire community. Establishes and applies selection and evaluation criteria to build a collection of high quality, popular and relevant resources. Performs ongoing evaluation of the collections.
Community Perspective	Keeps abreast of important trends that impact the organization in a community context. Understands the role of the library in a community environment.
Customer Service	Manages the library environment to enhance the user experience. Addresses the physical and/or mental barriers that could prevent people from using the library successfully.

	<p>Analyzes input from users, evaluates the effectiveness of current services, and implements service improvements and adjustments to practices and procedures as necessary.</p> <p>Uses effective training strategies to teach staff good customer service skills and techniques.</p> <p>Recognizes, honours and responds appropriately to all forms of diversity.</p> <p>Applies effective techniques to address difficult situations with users.</p> <p>Encourages library users to follow library policies; applies good judgment when deviating from official policies and procedures</p> <p>Follows up and gets back to customers when necessary, using their preferred method of communication.</p>
Personnel Management	<p>Provides effective leadership of staff.</p> <p>Empowers and supports staff to deliver effective, high-quality library service.</p> <p>Recognizes the strengths of individual staff and motivates staff to strive for excellence.</p> <p>Delegates decision-making authority appropriately to maximize the effectiveness of organizational and individual efforts.</p> <p>Establishes effective strategies for performance management.</p> <p>Engages staff in coaching conversations.</p> <p>Develops and implements appropriate training strategies for staff. Demonstrates a general understanding of key legislation that impacts the supervision of public library staff.</p> <p>Achieves common objectives by sustaining positive feelings and collaborative relationships.</p>
Leadership	<p>Influences others in a positive way, generating buy-in and enthusiasm for organizational mission and vision.</p> <p>Encourages others to get involved and engage in organizational initiatives.</p> <p>Helps others be successful and contributes to overall library success.</p> <p>Considers new ideas/new ways of doing things.</p> <p>Champions innovation and improvements to service.</p> <p>Models excellence by engaging in desired behaviours and service standards.</p> <p>Provides visible support for others during times of stress or crisis and steps forward to lead as needed and as appropriate.</p>

ENDORSES THE CORE COMPETENCIES OF THE ORGANIZATION

1. Strategic Orientation	<p>Endorses the mission, values and vision of the library.</p> <p>Prioritizes work and aligns behaviours in accordance with the organization's set strategies, objectives and goals.</p>
2. Customer and Public Service Champion	<p>Displays a strong commitment to service excellence, understands service objectives, and recognizes diverse customer needs. Works collaboratively to develop consistent,</p>

	superior, customer-focused service, ensuring patron needs are recognized and served.
3. Commitment to Learning	Recognizes the importance of continuous learning and seeking new learning opportunities to improve skill level and performance.
4. Communication	Communicates effectively using a variety of methods, with a variety of audiences and individuals from diverse backgrounds. Selects and applies the most appropriate and effective communication skills to meet situational needs.
5. Innovation	Questions existing methods, improves processes and recommends new perspectives and solutions. Seeks innovative advances in public library service from other libraries. Acts on creative ideas to make useful contributions to the library, and the community.
6. Values	Advocates universal access to information and ideas through free library service. Welcomes and values diversity. Champions the library on and off the job!
7. Collaborative relationships	Treats everyone with honesty, respect and fairness, building an environment of trust. Values differences of opinion and listens with openness and curiosity. Works as a team player, contributing to the overall success of the library.

SALARY	
Group # TBD	Range: \$ TBD

APPROVED: April 17, 2019		REFERENCE: Board Meeting April 17, 2019
EFFECTIVE DATE: April 17, 2019	SUPERCEDES DATE: September 15, 2016	REVIEW DATE: April 2023