



Manager, Customer Service and Programming

Niagara Falls Public Library

Full-Time, Permanent

Niagara Falls Public Library is seeking an individual for the role of Customer Service Manager to lead and manage library staff in creating an outstanding library experience and ensuring that services satisfy the communities' diverse needs.

This encompasses developing a deep understanding of the community; working with others to plan, design, deliver, and assess frontline public services and programs including circulation and information services, collections, and the maintenance of loans delivered through all Library locations; and working with the Management Team to identify and assess current services for improvement or redesign.

The successful candidate will have a demonstrated commitment to organizing and managing a strong team, strong attention to detail, and enthusiasm for delivering exceptional services that meet community needs. The successful candidate will also demonstrate responsibility and a strong work ethic.

Key Responsibilities:

Leadership:

- Directs the development, delivery and evaluation of all loans, collection and information services, and programmes to all ages and to all customers, ensuring system-wide coordination.
- Implements services that complement each other at NFPL's physical and virtual branches.
- Develops short and long-term customer service plans to implement the Library's strategic objectives.
- Implements and sustains customer-centred services, both in person and in virtual space.
- Ensures that service offerings throughout the system meet the Library's short and long-term objectives, and are consistent and fully supported.
- Guides a frontline team that engages with vulnerable populations requiring connections to community supports.

Management:

- Collaborates with management and staff teams to ensure the effective and efficient delivery of system-wide library services, in order to fulfill the Library's strategic objectives.

- Ensures that service offerings throughout the system meet the Library's short and long-term objectives, and are consistent and fully supported.
- Ensures the consistent, effective and customer-friendly delivery of all public services.
- Operationalizes service changes and innovations.
- Monitors and interprets operational and service trends, including those from other organizations, and ensures relevant adaptations.
- Evaluates service performance to ensure consistency and relevance to the communities served.
- Manages public relations, including customer feedback and complaints.
- Applies change management strategies to assure effective implementation of change and acceptance by all.
- Makes presentations and represents the Library at public meetings and in the community as required.
- Manages the effective performance of all staff directly or indirectly supervised.
- Prepares statistics and reports as required.
- Stays abreast of professional and community knowledge, in order to enhance services and the
- Library's community role.
- Attends and participates in Board and Board Committee meetings as required.
- Participates in the budget process to ensure adequacy of resources to execute objectives and monitors assigned budgets.
- Ensures effective operation of physical plant and equipment.
- Manages major projects.
- In the absence of the CEO and Director of Customer Experience, acts as senior leader of the corporation of NFPL with delegated powers of authority in all areas including but not limited to: Human Resources; Emergency Management; and Communications.
- Shares accountability for ensuring a safe and respectful workplace.
- Other duties consistent with job responsibilities.

Skills, Knowledge, Training:

- Master's Degree in Library and Information Science or equivalent qualification. Master's in Public Administration, or Masters in Business Administration, or Masters in Social Work considered an asset.
- Minimum of seven (7) years related library experience in progressively responsible positions, including five (5) years in a managerial capacity.
- Valid G-class License and access to a vehicle.
- Demonstrated familiarity with data from various sources and in various formats.
- Demonstrated familiarity with current technology.
- Key Competencies:

- Superior communications
- Commitment to outstanding customer service
- Data analysis
- Planning and organization
- Problem-solving/decision-making
- Continuous learning
- Innovativeness/Change management
- Superior interpersonal skills
- Leadership focus
- Supervisory effectiveness
- Engagement and Outreach
- Technology - Level Three
- Reader's Advisory & Reference
- Programming and Outreach

Workplace Environment:

The NFPL strives to be a workplace which fosters respect for all customers and co-workers, and requires employee commitment to the following;

- Adherence to the legal requirements of all levels of government, e.g. Health and Safety, Human Rights, Harassment, Freedom of Information and Privacy.
- Adherence to the policies and procedures of the Library which implement these requirements.
- Building and nurturing positive relationships among and with customers and colleagues.
- Culture of teamwork, collaboration and respectful feedback.

Position Type:

Full-Time, permanent

Wage:

\$52.92

Work Hours:

This position requires day availability in order to support library operations.

How to Apply:

Email your cover letter and resume detailing your qualifications to hr@nflibrary.ca

Applications deadline is **4:30 PM Friday September 22nd**.

Applicants must be eligible to work in Canada. Police/Vulnerable Sector Check required.

While we appreciate all applicants, only those selected for an interview will be contacted.

The Niagara Falls Public Library is committed to providing accommodations in all aspects of the recruitment and hiring process under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).