



<i>Posting ID</i>	06
<i>Posting Type</i>	Internal & External
<i>Posting Date</i>	9/27/2021
<i>Closing Date</i>	10/11/2021
<i>Number of Openings</i>	1

Public Service Supervisor (Permanent, Full Time)

Wood Buffalo Regional Library (WBRL) is seeking a Public Service Supervisor to join our team!

Summary of Key Responsibilities and Duties:

- Build team commitment to high standards of customer service, exceeding patron expectations and leading by example.
- Supervise direct reports, including but not limited to recruitment, training and development, performance management, performance reviews, disciplinary actions, and terminations.
- Schedule service desk and roving coverage. Develop and assign daily service desk and roving duties. Ensure daily duties are completed.
- Develop, coordinate, and implement training for WBRL employees.
- Address public or employee concerns and complaints, in collaboration with Information Services Manager and Circulation Services Manager.
- Organize, schedule, and implement exam proctoring services, in collaboration with the Proctoring Assistant.

The Public Service Supervisor works in a leadership capacity and supervises full and part time Public Service Assistants and the Proctoring Assistant. The Supervisor works within the Information Services Department, collaborating closely with the Information Services Manager, the Circulation Services Manager, and other colleagues to meet WBRL's service goals.

Education and Experience Qualifications

Required:

- An Information Management/Library Technology diploma or a directly related diploma with significant course content focused on community work, or an undergraduate degree from a recognized institution.
- At least 3 years recent experience working in a library.
- At least 2 years recent experience working in a customer service role.
- At least 1 year recent supervisory experience or progressive experience in a leadership role.
- Experience leading collaborative team projects.

Considered an asset:

- Standard First Aid Certification.

Knowledge and Abilities

The successful candidate must demonstrate:

- Commitment to and understanding of the components of customer service excellence.
- Awareness of recreational and educational needs of the community.
- Knowledge of the Dewey Decimal System and public library organization.
- Advanced knowledge of information-seeking behavior in public libraries.
- Advanced knowledge of and ability to use reference and readers' advisory resources and practices. Ability to provide reference and readers' advisory service.

- Proficiency in library technologies including but not limited to an Integrated Library System (ILS).
- Understanding of and ability to execute basic and advanced circulation functions.
- Knowledge of and ability to use technology including but not limited to computers and mobile devices, databases, software (e.g. Microsoft Office and Google Docs), operating systems, online applications, electronic resources, digital library services, and social media.
- Ability to assist, troubleshoot, and instruct others in the use of technology.
- Comfort in assisting library users from a variety of backgrounds and with diverse needs.
- Excellent communication and interpersonal skills, including presentation skills.
- Ability to develop training materials in a variety of formats and deliver training to others at an appropriate level.
- Ability to deescalate situations with the public and employees and maintain a professional demeanor in difficult circumstances.
- Strong work ethic and level of personal accountability. Ability to be reliable.
- Ability to plan and prioritize tasks and manage projects, including financial management.
- Ability to manage multiple responsibilities at once and shift quickly from one task to another in a busy environment.
- Desire to learn, ongoing commitment to acquiring new knowledge and skills.
- Ability to identify and solve routine and atypical problems and facilitate appropriate resolutions.
- Ability to work productively and positively on a team.
- Ability to adapt in a dynamic work environment.
- Commitment to creative solutions.
- Ability to lead effectively with clear direction.
- Ability to use statistics and advanced knowledge of community needs to guide decisions.
- Ability to foster a climate of cooperation and to build relationships and trust with WBRL employees and departments, community partners, and external contacts.
- Ability to empower and support colleagues/employees to deliver effective, high quality library service and meet WBRL goals and objectives.

Existing knowledge of human resource policies and processes and the legislation that impacts the supervision of public service and staff considered an asset.

Physical Requirements

- Ability to perform a range of physical motions, including routine and repetitive bending, pushing, moving, and carrying library materials.
- Carrying and lifting up to 35 pounds.

Other Requirements

- Current, acceptable Vulnerable Sector Check conducted by the RCMP.

To view the full job description, please email workwithus@wbri.ca.

Schedule	35 hours a week. Required shift is Tuesday to Saturday including 4 evenings and Saturdays. Needs to be available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs.
Hourly Rate	\$33.75 per hour.

In addition to the rate of pay, we offer other attractive incentives including an extensive benefits plan and a cost of living allowance (\$480 biweekly).

Union

Exempt

Reports to

Information Services Manager, Information Services Department

If you would like to apply for this position, please send your resume and cover letter to workwithus@wbrl.ca. Please include Supervisor-IS in the subject line. We appreciate the interest of all applicants. Only those individuals selected for interviews will be contacted.

In the event there are no qualified applicants, WBRL may, at its discretion, waive all or part of the education or experience requirements.