



Posted: January 17, 2024

Closes: February 2, 2024

Employment Opportunity - Branch Manager – Full-time (On-site)

Oshawa Public Libraries is a dynamic award-winning library that enriches the lives and potential of the people of Oshawa by connecting them to the world of information and each other.

Oshawa Public Libraries has an opening for a Branch Manager at the McLaughlin branch which is also the administrative headquarters. Reporting to the Director of Customer Experience, the Branch Manager is responsible for developing and leading a high-performance team to deliver library services in the downtown core of Oshawa. Focusing on excellent customer service, the Branch Manager models leadership behaviours and actions that are consistent with the Library's vision, values and strategic goals.

Responsibilities

- Oversees and manages branch operations including circulation, information services, reader's advisory and local history.
- Provides effective management and supervision of Branch staff including training, coaching, performance management, conflict resolution, health & safety, and discipline. Responsible for branch staff hiring, transfers, and terminations.
- Manages the overall usage of staffing hours and staff deployment ensuring service points are efficiently managed.
- Responds to customer complaints and feedback at the Branch level.
- As a member of the Management Team, contributes to the development and execution of the strategic plan, annual budget, and business plan.
- Evaluates branch goals, deliverables and adjusts strategic targets according to outcomes.
- Creates and maintains a positive work environment that fosters diversity, equity and inclusion.
- Ensures budgets are effectively monitored and spent, adhering to financial policies and procedures.
- Provides relief management duties as required (e.g. Manager on Duty, backup for other Managers).
- Identifies, develops, and manages grant opportunities and special projects.
- Compiles statistics and analyzes usage trends.

Eligibility Criteria

- Post graduate university degree in library or information science from an accredited program, or a recognized library degree equivalent
- 2-3 years relevant leadership experience in the public service sector.
- Experience leading and coaching staff in a unionized workplace.
- Strong interpersonal skills and the ability to lead a diverse group of people and build inclusion in their practice.
- Ability to embrace and positively lead change in a rapidly changing environment.
- Possesses superior problem-solving skills and demonstrates a solutions-oriented approach.
- Demonstrates experience administering workplace policies, collective agreements & facilitating employee and customer complaints.
- Strong project management and strategic thinking abilities.
- Ability to demonstrate creativity, innovation and research skills.

- Demonstrates experience delivering goals that support the strategic directions of the Library.
- Demonstrates ability to maintain a high degree of confidentiality, professionalism, and diplomacy.
- Demonstrates a strong understanding of the Occupational Health and Safety Act.
- Drivers' license required with access to vehicle.
- Will be required to work evenings and weekends on a regular basis.
- A Criminal Record Check including Vulnerable Sector Check satisfactory to the employer is required.

Diversity, Equity and Inclusion

The Oshawa Public Libraries is committed to a barrier-free recruitment and selection process. We uphold our values of diversity, equity, inclusion and anti-racism in the delivery of our services and in our workplace. The Oshawa Public Libraries encourages applications from all applicants, including members of groups with historical employment barriers to equity, this is including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and persons within the 2SLGBTQ+ community.

Accommodation

The Oshawa Public Libraries is an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code. Should you require Code-protected accommodation, through any stage of the recruitment process, please make them known when contacted by Human Resources. Personal information provided is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act.

Interested applicants are requested to submit a current resume and cover letter to hr@oshawalibrary.on.ca quoting job # OPL 03-2024 Only applicants who are selected for an interview will be contacted. We will not be accepting phone calls regarding this position. Any questions can be directed to hr@oshawalibrary.on.ca