

Position: Manager, Customer Experiences and Facilities
Position Type: Regular Full Time (Exempt)
Location: City Centre Branch
Posting Date: April 15, 2021

Job Code: CPL2021-07
Hours of Work: 35 hours per week, Flexible
Department: Customer Experiences
Closing Date: May 19, 2021

Coquitlam Public Library

Coquitlam Public Library engages our diverse community through creativity, discovery and knowledge. We are committed to building community connections and engagement, technology and innovation, service excellence, and increased Library access through physical, online and mobile services. The Library has two branches as well as the Library Link, our mobile library.

Position Overview

The Manager of Customer Experiences and Facilities will be responsible for the day to day operations of the department at the City Center location. This will be comprised of supervising the circulation and information services as a single service point, facilitating programming as it relates to general member and information services, and monitoring/maintaining library facilities including all public areas. This role will take an active role in departmental planning and budget development, with a special focus on projects. Reporting to the Director of Services and Facilities, this role will oversee the schedules, timesheets, and staffing requirements with a primary responsibility of ensuring an excellent customer experience for all customers. The Manager of Customer Experiences and Facilities will also oversee the maintenance of the facilities and act as the primary contact for all external service providers.

Duties Include

- Trains, coordinates branch operations, delegates tasks, creates plans, schedules, supervises and evaluates staff; provides information and assistance to the public. Participates in system planning, special programs and projects.
- Makes recommendations to the executive leadership team on all matters related to improving customer service. Responsible for responding to general and procedural enquiries related to library operations.
- Oversees the orientation, training, staff development and scheduling of staff, including reference and readers' advisory services, and assistance to the public in a variety of digital devices and formats. Keeps up to date with information service trends and makes recommendations for service innovations to the executive leadership team.
- Conducts research and creates statistical reports, develops and tracks metrics, presents findings to Directors.
- Participates in fundraising and researches partnership opportunities. Prepares all plans and proposals.
- Provides high level input into the development of the annual departmental budget and administers approved budget allocations for the department. Monitors and documents all departmental expenditures.
- Responsible for departmental recruitment, training and development, performance management, and grievances (when required). Participates in Collective Agreement negotiations and policy creation.
- Maintains all Library facilities through liaison with leaseholder(s), contractors, service providers, management and staff. Develops strategies and monitoring tools to ensure the safe and efficient functioning of facilities including Poirier and City Centre branches as well as the Library Link.
- Other duties, responsibilities and projects as assigned.

Conditions of Employment

Successful incumbent must complete a criminal record check prior to commencing work.

Requirements

- Successful completion of a Library Technician Diploma from a recognized institution; or a Bachelor's degree in a relevant field; plus, a minimum of two years of related experience in a supervisory capacity; or an equivalent combination of training and experience.
- Highly developed communication skills with a strong focus on team collaboration. Demonstrated leadership, team building and mentoring. Must be able to think critically, take initiative, solve problems, and positively influence others. Strong interpersonal, analytical and time management skills.
- Must be committed to customer service, have a results-oriented attitude and the passion to facilitate change. Strong analytical, critical assessment and strategic planning skills required.

- Experience managing and leading in a unionized environment, including knowledge of collective bargaining.
- A thorough understanding of Library trends and philosophies. Sound knowledge of how a public library serves community. Knowledge of financial management methods including costing, budget forecasting and monitoring of expenses.
- Considerable knowledge of computer-based information resources and software used in the work. Ability to prepare reports, statistics and budgetary estimates, and to plan for future needs of the department.

What We Offer

In addition to an excellent compensation package, we provide a working environment that supports knowledge, innovation and fun. If you have a proven commitment to providing exceptional customer service in a team environment, with a friendly, patient and outgoing personality, we are interested in meeting you.

Please forward your application to:

Please send an email to humanresources@coqlibrary.ca with your cover letter and resume attached in PDF format. The subject line must include the job code. If you are applying for more than one posting, only one email is required; however, please include all applicable job codes in the subject line.

Only those candidates selected for an interview will be contacted.