



POSITION TITLE:
Manager, Service Delivery

Position Summary

The Manager, Service Delivery is an important member of BPL’s management team. This position is responsible for the management of the public facing services of the organization at the Downtown Branch. Reporting to the Director, Customer Experience, the Manager, Service Delivery will be involved in customer service initiatives and promoting positive public experiences throughout the library and its services. Supervision of Public Services and Materials Handling staff is a major part of this role. This position requires a high degree of collaboration with other managers and staff. Responsibilities require the exercise of considerable judgement in both the creation and implementation of policies, plans, and procedures.

SUPERVISORY RELATIONSHIPS:

- Reports to the Director, Customer Experience
- Collaborates with other members of the management team
- Supervises the Service Delivery Assistant, Community Librarians, Public Services Facilitators and Material Handlers at the Downtown Branch
- Oversees Materials Handling for the library system

Major Responsibilities

Description	Approx. Time Spent (%)
<p>Administration Assists and supports the effective management of the library, including the following:</p> <ul style="list-style-type: none"> • Develops appropriate over-all library administrative policies, procedures and strategies to meet library service objectives • Works collaboratively with other members of the management team and staff in decision making, planning, goal setting and public relations for the library as a whole. • Continually assesses the efficiency and effectiveness of branch services. This will involve making operational, scheduling, service and budget recommendations to the management team in accord with the Director, Customer Experience • Takes responsibility to maintain a broad, in-depth awareness, and knowledge of current library practices, 	<p>25%</p>

Description	Approx. Time Spent (%)
<p>trends, and standards of public service to better inform the rest of the library's management team</p> <ul style="list-style-type: none"> Assumes responsibility to act on behalf of the Director, Customer Experience on a rotational basis with Branch Manager, Painswick when the Director is not available or reassigned 	
<p>Library Services Ensures the Branch's collection, staff, and services meet the needs of the community, including:</p> <ul style="list-style-type: none"> Directs the operations of the Branch so as to make the most effective use of resources including staff to support the library's over-all organizational and strategic objectives Makes recommendations to the management team for efficiencies in workflow, staffing levels, processes/ procedures in accord with current library trends and innovative new technologies Coordinates system-wide staff scheduling for Public Services and Materials Handling, including Pages Participates in the hiring, coaching, informing, planning, supervising, scheduling, investigating, and motivating of staff to meet emerging community and Branch service requirements Determines, develops, recommends, coordinates and/or conducts staff training and development in accord with overall organizational goals and objectives May participate in Branch programming May participate in collection development Participates in the analysis of library statistics Conducts full performance evaluations including discipline of Downtown Branch staff Oversees library displays and in-branch promotions in coordination with the Manager, Community Engagement Actively ensures customer service excellence and efficiency through regular coaching Handles customer requests, suggestions and concerns 	75%
<p>Regulations In the course of the above, ensure that regulatory standards are met:</p> <ul style="list-style-type: none"> Maintains awareness of all regulatory legislation May participate as the management representative on the Branch Joint Health and Safety Committee Works in compliance with any legislation, including the <i>Occupational Health and Safety Act</i>, the <i>Ontario Accessibility for Ontarians with Disabilities Act</i> and privacy legislation. 	

Required Training

Training as required to be able to perform all managerial duties with respect to health and safety, technology, privacy, facilities, programming, and human resources.

Qualifications

Education

- Master's Degree in Library Science from an ALA accredited library School

Experience

- At least three (3) years of progressive and relevant library experience or the equivalent combination of education, experience and training sufficient to indicate the ability to manage the delivery of library services and programs
- Supervisory experience that demonstrates the ability to select, train, motivate and lead teams in a collaborative work environment

Knowledge/Skill/Ability

- Knowledge of the principles of human resource management in a unionized environment
- Demonstrated ability to direct meetings, set goals, and lead planning for service delivery
- Demonstrated budgeting and financial management skills
- Knowledge of computer software and hardware as it applies to library and information services

Qualities

- Strong team player
- High level of self-motivation, creativity and resourcefulness
- Ability to work independently and collaboratively with staff, volunteers and the public
- Highly skilled in staff development, using a combination of engagement, coaching, directing, and evaluation techniques to ensure staff are empowered and effectively deployed
- Excellent communication skills, both written and oral
- Ability to work in a creative manner, to look for alternative solutions to problems, and to organize work and service effectively
- Excellent interpersonal skills that target key strategies and develop staff focus on key organizational directions
- Exceptional organizational abilities and time management skills; ability to meet deadlines, multitask and prioritize
- Ability to direct meetings, set goals and develop financial business cases

Work Setting

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
CEO	Regular	Providing feedback, accepting tasks, seeking advice on difficult situations, attending meetings, planning initiatives
Director	Frequent	Providing feedback, accepting tasks, reporting on daily library interactions, seeking advice on difficult situations, planning initiatives, attending meetings
Managers	Frequent	Brainstorming services, procedures, and ideas, monitoring building facilities, troubleshooting concerns and issues,
Library Staff	Frequent	Responding to concerns, resolving conflicts and issues, managing performance, assigning tasks, making decisions regarding schedules and procedures, chairing meetings
Patrons	Frequent	Resolving complaints and issues, assisting in managing accounts (fines, information)
Community Partners	Rare	Liaising to provide better customer services at the Downtown Branch

Work Conditions

- **Physical Effort:** Time spent sitting in a comfortable position with frequent opportunity to move about; occasional need to move or lift light articles, walk around the floor as well as up and down stairs. Hours of work will require flexibility to meet the needs of the Library
- **Physical Environment:** Usually located in a comfortable indoor area. Occasional travel by car between branches and community centres
- **Sensory Attention:** Regular need to give attention, reading, studying, learning, listening to what is happening. Ability to multi-task in an interpretive environment
- **Mental Stress:** The work is varied and ongoing. There is ongoing pressure for performance, dealing with frustrations of staff and public. There is a regular demand for decisions/actions based on limited information

Position Classification

Position Title: Manager, Service Delivery	Hours per Week: 35
Department: Administration	Classification: Exempt (Management)
Branch: Downtown	Reports to (Direct): Director Customer Experience
Position Supervised Directly: Supervises the Service Delivery Assistant (1 Full Time), Community Librarians (2 Full Time), Public Services Facilitators (4 Full Time, 13 Part Time), Public Services Facilitators Relief (6 Casual hours), Material Handlers (3 Full Time, 1 Part Time), and Pages (15 Casual hours) at the Downtown Branch	Positions Supervised Indirectly: Materials Handlers (3) at the Painswick Branch
Effective Date:	Revision Date: December 2018

The foregoing description is an accurate statement of the duties and responsibilities assigned to this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

A current Police Record Check including Vulnerable Sector Screening is required.

Employee: _____ Date: _____

Director: _____ Date: _____

Chief Executive Officer: _____ Date: _____