



External Job Posting, Pickering Public Library

Do you enjoy coordinating logistics and scheduling? Is “organized” your middle name? Would you like working in a learning organization with a great team of dedicated employees? Then Pickering Public Library is the career choice for you!

Pickering Public Library has a **full-time permanent** opening for a reliable and hardworking **Operations Coordinator** with exceptional follow-up skills. This leadership position is primarily administrative and gives day-to-day operational instruction to staff and other stakeholders. As an experienced leader, reporting to the Director of Public Service, the successful candidate will utilize their outstanding interpersonal skills to coordinate a wide range of efficient operational services to support the library’s internal infrastructure towards the achievement of the library’s strategic goals. This role serves as the lead administrator and primary liaison for the following operational functions: health & safety, volunteers, scheduling, facilities, and security. The ideal candidate will have 6 months of leadership experience in a relevant role. Health & Safety certification and training is preferred. Due to facilities related coordination with subcontractors, this position requires occasional work outside of normal library office hours which can include some evening, weekend, and early morning work shifts. Familiarity with administering scheduling software and HR or volunteer databases, as well as strong time management, communication and interpersonal skills is required.

Salary: \$32.21 per hour

Hours: 35 hours per week

The successful applicant :

- Coordinates facilities and security matters on a daily basis as the primary contact and liaison for related task delegation and follow-up. Ensures that all library facilities are well maintained, safe, secure, and welcoming and meets the evolving needs of the community.
- Provides daily task delegation and communication to the Courier and Operations Support staff and Casual employees. Liaises on a regular basis with employees, management, contractors, volunteers, members of the public, community partners, City personnel and other key stakeholders to accomplish operational objectives.
- Administers employee scheduling including accurate and timely schedule creation, review, corrections, and bi-weekly time & attendance data-entry.

- Leads the volunteer management program by providing professional and confidential volunteer coordination. This includes volunteer recruitment, orientation, health & safety, recognition, scheduling, event planning, and other administrative tasks as assigned.
- Serves as a management representative for the Joint Health and Safety Committee, JHSC.
- Coordinates events and activities including staff learning day, volunteer appreciation, casual staff learning day, and student placements.
- Creates procedures, presentations and reports upon request.
- Stays current with developments and emerging trends within the field and the community in support of the library as a learning organization.
- Demonstrates and maintains the required level of technical proficiency.
- Other duties consistent with job responsibilities.

Applicants must have:

- College diploma in a relevant field
- 6 months of leadership experience in a relevant role.
- Health & Safety certification and training is preferred.
- Strong computer skills including Microsoft Word, Outlook, SharePoint. Familiarity with administering scheduling software and HR or volunteer databases
- Strong time management, communication, interpersonal skills. Demonstrates a high level of discretion and tact in sensitive and confidential situations.
- Necessary job competencies: accountability; client focus; communication skills; flexibility; problem-solving/decision-making, teamwork & relationship building, leadership.

Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers>).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-1 and email resumes to Tanya Sinclair in HR: careers@picnet.org

In your cover letter, please detail your strengths and work experience.

Closing date for applications: February 6 at 1 p.m.

Planned starting date: February 2018

Competencies

Accountability

Reviews and assumes additional responsibilities. Supports others to perform work safely.

- Follows through on commitments by delivering work that meets professional standards and confidentiality
- Ensures workload is consistent within team and meets organizational requirements
- Does not blame others for mistakes
- Will shift priorities to meet deadlines and commitments.
- Does not take shortcuts that could increase the risk of security or Health & Safety concerns and ensures others are working in a safe manner

Client Focus

Works on a continuous basis to meet or exceed client and organizational needs

- Analyzes and anticipates the client's long term needs
- Builds strong collaborative and mutually beneficial relationships with clients and partner agencies
- Identifies future / prospective clients and develops strategies for gaining / attaining their membership
- Clarifies client expectations and personally commits to resolving client issues
- Revises approach or actions based on client needs.
- Recognizes potential problems and works to resolve issues before they progress
- Uses client feedback to make recommendations for changes in processes and procedures

Communication

Ensures that communication efforts meet the needs of various groups and are properly understood

- Checks for understanding, by analyzing verbal and non-verbal responses and takes actions to correct misunderstandings
- Summarizes large amounts of information and data in a clear concise language
- Communicates effectively with various individuals and groups by taking into account verbal and written comprehension requirements
- Demonstrates appropriate communication during difficult, high stress and/or emotional situations
- Addresses concerns in a transparent and professional manner and encourages others to approach situations in the same manner.

Flexibility

Continuously adapts behaviours and approaches to address specific situations

- Researches new information and approaches in order to adapt to changing needs
- Supports the organization by adapting long term plans, goals, assignments and approaches to meet the needs of changing situations

- Collaborates with diverse individuals in order to maintain organizational effectiveness during periods of uncertainty or change
- Encourages different opinions and perspectives

Problem Solving & Decision Making

Considers issues from various angles; develops multiple solutions and adapts approach and decision making as required

- Breaks down issues in order to identify core components
- Develops multiple solutions and considers the advantages and disadvantages of each solution
- Asks questions and does research to learn more about the issue
- Makes revisions and alters solution when required

Teamwork & Relationship Building

Shares ideas, concerns and solutions with the team. Builds on current working relationships while developing new ones

- Develops relationships by establishing respect, trust, support and understanding
- Recognizes and responds to the concerns and perspectives of others.
- Builds on established rapport by asking questions to identify shared interests and to develop a common ground
- Recognizes others' assistance and contributions with gratitude and appreciation
- Recognizes and builds networks or relationships with others to meet current and future needs.
- Solicits input and feedback from others

Leadership

Promotes and builds internal commitment

- Seeks consensus to build commitment and support for a decision or project
- Fully supports change and will work with others to increase cohesiveness and address issues
- Will elicit the feedback of others to improve and respond to situations or decisions
- Upholds the values of the organization by modeling behaviour that exhibits organizational expectations