



To inspire and enrich for life

Sunday Service Supervisor
Information Services – Sunday Service
Casual contract position - Anticipated to May 2022
Sunday hours – Minimum 15 Sundays per year, 4 hours per Sunday
Hourly Rate - \$31.73

This is a casual contract position working primarily Sunday hours. There will also be opportunities to work other casual hours on evening and Saturday shifts.

Information Services – Sunday Service has an opening for a casual contract Sunday Service Supervisor. The Sunday Service Supervisor oversees services provided at the Central Library during Sunday service hours. The position holder supervises all staff on duty, and is responsible for opening and closing of the library and functioning as Person-in-Charge (PIC). The position holder also provides an advanced level of reference and readers' advisory and technology support services at the Central Library for all members of the community in a way that meets their unique needs, regardless of their age, background, or ability level. This includes customers that may be living with addiction, mental illness or experiencing homelessness.

RESPONSIBILITIES

- Oversees services and staff on duty at the Central Library during Sunday service hours.
- Opens and closes the library and functions as Person-in-Charge (PIC). In this capacity ensures the smooth operation of the library during Sunday service hours. This includes maintaining building access for staff and customers and carrying out related work when required.
- Provides supervision, support and coaching for Sunday Service staff as required.
- Provides a high calibre of advanced reference and readers' advisory and technology support services for customers of all ages and backgrounds and includes customers that may be living with addiction, mental illness, experiencing homelessness or have other complex needs. Practices pro-active reference in accordance with established standards.
- Makes recommendations to support the smooth operations of the library during Sunday hours.
- Works effectively with new technologies. Instructs others in the use of new technologies including hardware, software and electronic resources.
- Provides advanced customer service related to the circulation of materials, such as checking in/out and renewing materials; explaining policies and procedures and granting exceptions when appropriate; negotiating financial transactions; etc.
- Provides support services for ongoing evening and weekend operations, including Sunday services as required.
- Administers and participates in the development, implementation and monitoring of safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy. Ensures staff receive relevant training on

health and safety issues. Communicates with staff and Joint Health and Safety Committee on health, safety and wellness-related issues.

- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- MLS, MIS or MLIS or a combination of equivalent education and relevant experience
- One to two years of supervisory experience
- Strong commitment to excellence in customer service
- Strong ability to work independently
- Excellent public service skills to interact positively and build relationships with customers in a way that meets their unique needs, regardless of their age, background, or ability level
- Strong ability to show sensitivity and respect for all customers
- Strong aptitude and interest in serving a diverse customer base including customers with complex needs
- Excellent oral and written communication skills including the ability to assess customer needs, listen, respond and/or refer as required
- Excellent problem-solving skills
- Demonstrated coaching skills and ability to work as a team member
- Strong organizational skills
- Proficient in the use of online resources and technology including hardware and software
- Ability to be flexible, adaptable, take initiative and provide constructive support in responding to changing needs and priorities

In accordance with the Library's COVID-19 Vaccine policy, new Kitchener Public Library staff are required to be fully vaccinated against COVID-19 as a condition of employment. Valid medical or Ontario Human Rights Code exemptions are permitted.

Closing date for applications is **Wednesday, December 1, 2021**

To print a copy of our application form, go to www.kpl.org/jobs

Please address cover letters and résumés to:

Senior Manager, Human Resources
Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Email: resumes@kpl.org
Fax: 519-743-1261
TTY: 1-877-614-4832

Please quote Sunday Service Supervisor in the subject line

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

Kitchener Public Library is committed to an inclusive and diverse workplace where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources Staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at hr@kpl.org.