

Supervisor, Borrower Services

Main Library, Full-time Permanent, 35 hours/week

We are looking for an individual with well-developed communication and interpersonal skills to be our Supervisor, Borrower Services. Someone who will thrive in the hustle and bustle of a busy department from assigning tasks and resolving issues to managing the overall flow and operation of the department. Someone with the technical aptitude to learn and train staff on our library management system and an eye for detail to manage internal processes.

Sound like you?

What you'll do:

Manages the day-to-day operations of department including assigning tasks, staff communication and problem solving.

In conjunction with manager, hires, trains, supervises and evaluates part time Borrower Services staff.

System-wide staff training on Sierra Circulation.

Regularly acts as person in charge (PIC) at Main Library and branch locations.

Manages overdue accounts and holds.
Communicates regularly with finance for bill payments and cash reconciliation.

What we're looking for:

Exceptional ability to provide clear and concise communication. Excellent interpersonal and conflict resolution skills.

Critical thinking skills with demonstrated ability to use good judgement to manage situations and solve problems.

Excellent technology skills with the ability to instruct in the use of software applications.

Post-secondary education plus at least 3 years of supervisory experience and well-developed knowledge of library systems and processes.

Schedule is to be determined although will include day, evening and weekend shifts.

Schedules are subject to change.

The starting wage is \$57,493 annually (level F). Benefits and OMERS pension provided. The ability to work at any library location is a requirement of this position.

To apply, please submit your cover letter and resume by **August 5, 2021** to jobs@wpl.ca.

The Waterloo Public Library welcomes applications from diverse backgrounds including Indigenous persons, Black persons, persons of colour, persons with disabilities, LGBTQ+ persons and others that will contribute to the broadening of our ideas and experiences. For persons with disabilities, accommodations will be available upon request for any aspect of the recruitment process.