

# Team Lead, Borrower Services

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

We are looking for a collaborative and flexible individual with excellent interpersonal skills to be our Team Lead, Borrower Services. In this position, you will be the go-to person for our team of Shelves at the Main Library as well as use your coordination skills to champion the department scheduling. You will provide wide-ranging support to the supervisor and manager for library processes and day-to-day operations.

## *Interested?*

### **What you'll do:**

In conjunction with supervisor, hire, supervise, train and evaluate part-time Shelves staff.

Manages and maintains schedules for Borrower Services and Shelves staff.

Supports department supervisor and manager with various duties.

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

Provides excellent reference, reader's advisory and service for customers of all ages.

### **What we're looking for:**

Exceptional and well-rounded communication and interpersonal skills.

High attention to detail and ability to coordinate many moving parts.

Critical thinking skills with demonstrated ability to use good judgement.

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

Post-secondary education plus experience in library and customer service. Previous leadership experience is an asset.

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

Schedules are subject to change.

The starting wage \$51,597 annually (level E). 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](mailto: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.*