



**Ajax Public Library**  
55 Harwood Ave. S.  
Ajax, ON L1S 2H8  
905-683-4000  
ajaxlibrary.ca

**Position:** Coordinator of Safety and Operations  
**Classification:** Full-time Permanent, Non-union  
**Location:** Main Branch  
**Salary/Wage:** \$93,205.56 - \$116,507.46 / year  
**Schedule:** 35 hours per week, evenings and weekends required  
**Date Posted:** Wednesday, February 21, 2024  
**Closing Date:** Wednesday, March 20, 2024

## Position Summary

Under the direct supervision of the Manager of Public Services, and as part of the Library's leadership team, the Coordinator of Safety and Operations' primary mandate is to foster a sense of safety and welcomeness for Library customers and staff. The position also coordinates public health and safety and facilities management functions. This position takes a compassionate and trauma-informed lens focusing on helping all customers enjoy and use the Library.

## Education and Experience

- Post-secondary diploma from an accredited community college in Social Services, Security Administration, or equivalent education and experience.
- Minimum of three (3) years' experience working in community mental health and/or crisis intervention, or experience in a related field; Library experience an asset.
- Minimum of one (1) year relevant supervisory experience, preferably in a unionized environment.

## Preferred Skills

- Deep understanding of and experience in practical application of trauma-informed approaches.
- Strong relationship-building skills with experience in fostering constructive, positive relationships with a diverse range of individuals and communities, including marginalized and precariously housed individuals, and those experiencing mental health or addiction challenges.
- Expertise and experience in de-escalation strategies and interventions.
- Strong capability to work collaboratively with internal and external stakeholders, to create relevant, impactful cultural change.

- Exceptional verbal and written communication capabilities in articulating clear, compelling messages and in tackling complex or sensitive topics with a professional, direct, learning approach.
- Demonstrated ability to meet the required core competencies of the position.
- Demonstrated experience in executing the key duties of the position.
- Proven commitment to superior customer service.
- Proven knowledge of the Windows-based Office computer environment.
- Valid Class 'G' driver's license with a clear abstract.

## **Position Responsibilities**

### **Key Duties**

- Reports to the Manager of Public Service and provides assistance where necessary.
- Works closely with key partners to design welcoming experiences and foster a safe and welcoming community.
- Provides subject matter expertise and best practices in trauma-informed approaches, incident prevention, management and resolution, psychological wellness, and related areas.
- Key role in safety programs such as emergency procedures, life safety systems, risk assessments and coordinating system wide security initiatives.
- Oversight of security personnel; recommends and provides training on Library policies and procedures as well as reviewing and revising strategies to maximize patrols based on current incidents and trends of behaviour.
- Investigate and review reports of all incidents/accidents, determine immediate and root causes, recommend corrective actions up to and including customer exclusions, and follow up to ensure resolution of identified issues.
- Lead trauma debriefs and staff support, provide training for non-violent crisis intervention and de-escalation strategies.
- Review and make recommendations with appeals process, and correspondence with Durham Regional Police Service.
- Collaborates with relevant community partners to help foster inclusive and welcoming services.
- Assists with facility maintenance and oversight; serves as the point of contact with the Town of Ajax's facilities staff.
- Oversees day to day operations of facility Cleaners and Operations Support Assistant staff.
- Oversight of Library van maintenance and usage.
- Makes recommendations to the Manager of Public Services on policies, procedures, review of space from a safety lens, and training related to health and safety, building maintenance, emergency guidelines and incident response.
- Applies and monitors compliance under Accessibility for Ontarians with Disabilities Act, Employment Standards Act, and the Ontario Human Rights Code and other relevant legislation while performing job duties.

## Other Duties

- To promote and adhere to the workplace values of the Library, i.e. integrity, service focus, continuous improvement, and enthusiasm.
- Tracks all expenditures for delegated budget lines, negotiates with and monitors the performance of vendors and suppliers.
- Accountable for any budget to actual variances for delegated budget lines.
- Prepares reports and statistics as required by the Manager of Public Services.
- Other Library related duties as assigned.

## Core Competencies

### Accountability

- Translates corporate and work unit goals and objectives into practice.
- Consistently delivers on work plan objectives as assigned by the Manager.
- Creates collaborative relationships with Town of Ajax's Operations staff and support service organizations.
- Accepts responsibility for actions, work performance, errors, and results of individual and team efforts.

### Communication Skills

- Writes and speaks effectively.
- States own opinions clearly, concisely, tactfully, and explains the reasoning behind the opinion.
- Maintains confidential communications. Communications are respectful and inclusive.
- Actively listens to the communications of others and respects individual communication styles. Can communicate effectively when dealing with work unit employees.
- Utilizes strong de-escalation techniques when dealing with members of the public. Communications demonstrate professionalism.

### Customer Service Focus

- Able to identify and plan proactively to satisfy the needs of both internal and external customers.
- Listens and responds effectively to customer questions and is dedicated to resolving problems to the customer's satisfaction.
- Applies corporate principals to customer service, including the commitment to exceed customer expectations.
- Committed to making service appropriate accommodations for customers with specialized needs.

### Effective Decision Making

- Recognizes and resolves issues in a timely manner. Is able to identify key issues and employ logical thinking in order to take action in priority sequence.

- Anticipates potential consequences of decisions.
- Understands annual budget cycle and considers the availability of funds in budget lines under his/her authority when making a decision.
- Evaluates and learns from both successful and unsuccessful decisions and implementations.
- Knows when it is appropriate to ask for input from supervisor or communicate decisions to supervisor.

### **Initiative**

- Has significant autonomy and is expected to pursue innovative ideas that further organizational goals.
- Proactively identifies problems and recommends solutions within service area.

### **Leadership**

- Supervises staff and occasional student placements.
- Models excellence by engaging in desired behaviours and service standards.
- Encourages work unit employees to take ownership in decision-making and problem-solving.
- Uses positive influence to encourage work unit employees and team members to deliver results in an efficient and effective manner.
- Delegates work appropriately to work unit employees.

### **Technical and Professional Competence**

- Requires minimal oversight.
- Understands the Library's emergency, health and safety, and incident response policies and procedures.
- Assumes responsibility for continuous health and safety measures.
- Maintains awareness of broader public library service trends.

### **Teamwork**

- Adept at developing and maintaining collaborative relationships with others to achieve business goals.
- Seeks the opinions of others when developing strategy.
- Can work effectively as a team leader and as a member of a team.

## **What's In It For You**

- Competitive compensation and overall benefits package;
- OMERS defined benefit pension package optional;
- Free on-site parking;
- Confidential Employee and Family Assistance Program (EFAP);
- Employee membership to Town of Ajax Fitness facilities;
- Engaged learning culture and professional development opportunities;

- Collaborative team members who are driven by the Library's shared values and who are constantly inspired to do great work.

## We Value

- **Intellectual Freedom:** We defend democratic principles, freedom of thought, and expression.
- **Connection:** We facilitate connections to knowledge and to one another.
- **Inclusion:** We welcome people from diverse backgrounds and lived experiences.
- **Equity:** We strive to remove barriers and empower the entire community in pursuit of their goals and achievements.

## Application Information

### How to Apply

Candidates are invited to apply electronically to [libraryjobs@ajaxlibrary.ca](mailto:libraryjobs@ajaxlibrary.ca).

Cover letter and résumé must be submitted in Word or PDF format.

### Contact and Use of Information

We thank all applicants for their interest; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information will be used strictly for candidate selection.

### Provisions of Employment

Please note that we require a satisfactory Vulnerable Sector/Criminal Records Check from all successful candidates.

### Diversity and Accessibility in the Workplace

Ajax Public Library is an equal opportunity employer, committed to diversity and accessibility within the workplace, and ensuring all employees feel valued, respected, and supported. As a best practice, Ajax Public Library embraces diversity and gender expression through policy, staff training, and providing positive spaces. The Library encourages applications from all qualified candidates. Accommodation will be provided in all parts of the recruitment process as required. Applicants are asked to make their needs known in advance. Any information relating to accommodation measures will be addressed confidentially.