

Job Opportunity

Who We Are:

Clarington Library, Museums & Archives (CLMA) is a cornerstone of the community, partnering with other organizations to enhance cultural, educational and economic well-being. As an active connector for social interaction, learning and dialogue, CLMA fosters accessible and welcoming environments. CLMA is a significant resource that is widely recognized and supported in the community as an innovative and progressive organization in a knowledge and information-based economy. We operate 4 library locations, 1 heritage centre and an additional 2 heritage buildings.

Our Team:

We love new ideas. Collaboration and innovation are at the heart of everything we do. Our team values open communication, mutual respect, and a shared commitment to excellence. Creativity is encouraged, and diverse perspectives are celebrated to foster an environment of inclusivity and continuous improvement. We prioritize professional development, providing regular opportunities for training and skill development. With a culture that encourages both individual autonomy and collective teamwork, you'll contribute to projects and initiatives that make a positive impact on the local community.

Our Values:

-  Curiosity & Ideas
-  Preservation
-  Innovation
-  Intellectual freedom
-  Community
-  Respect
-  Accountability

Your Opportunity:

Reporting to the Director, Neighbourhood Services, the Manager, Public Service is a people-leader who provides leadership and direction in service excellence across a multi-disciplinary organization. The Manager is responsible for managing day-to-day service operations, developing system-wide work schedules to ensure efficient operation and service excellence. We are looking for a candidate with highly developed time management skills, a strategic mindset, and a passion for organizing and enhancing our services.

Working Conditions:

Salary Range: \$81,605 to \$99,192 (2024 Rate, Band 5)
Status: Non-Affiliated, Regular Full-Time
Schedule: Thirty-five (35) hours per week, including evenings and weekends
Work Location: System-wide



Position Responsibilities:

- Drives and innovates processes to ensure service excellence is delivered.
- Oversees system-wide work schedules to maintain smooth and efficient operations.
- A people leader who is responsible for the performance and development of staff, volunteers, co-op students fostering a high achieving environment.
- Set the standard for service excellence, resolve customer feedback to create positive experiences, develop impactful services policies and procedures.
- Cultivate and nurture collaborative relationships with community partners.
- Addresses and monitors onsite facility maintenance issues as required.
- Adapt to changing community and organizational needs.
- Other duties as assigned.



Essential Qualifications:

- Master of Library and Information Science OR a post-graduate degree in Social Work, Retail Management, Business or a related field OR an equivalent combination and relevant education and experience to the satisfaction of the Clarington Library, Museums and Archives Chief Executive Officer
- 3-5 years of experience as a people leader, creating highly performing teams, with preference given to those with experience in a unionized environment.
- 3-5 years of experience in customer service, strong interpersonal and relationship-building skills.
- Superior communication skills, including problem-solving, conflict resolution and decision-making skills.
- Keen ability to serve the public tactfully, diplomatically, professionally and with sensitivity.
- Demonstrated working knowledge and experience utilizing technological applications including scheduling software, Microsoft Office suite of programs and point of sale cash systems.
- Strong proficiency with Integrated Library Systems (ILS); familiarity with Symphony an asset.
- Project management experience with demonstrated ability to effectively balance multiple responsibilities and priorities in a rapidly changing work environment.
- Working knowledge of the *Employment Standards Act*, *Ontario Human Rights Code*, *Accessibility for Ontarians Disability Act* and the *Occupation Health and Safety Act*.
- Frequent travel between branches is required.
- Valid First Aid Certification considered an asset.
- A satisfactory Standard Criminal Record Check (CPIC) is required prior to commencement of employment.
- Does this sound like an opportunity you are interested in, but you don't check all the boxes? Please apply and tell us what you can bring to the role.



Application:

The Clarington Library, Museums, and Archives value diversity, equity, and inclusion within its community and workplace. We welcome applications from individuals of diverse backgrounds. Please submit your cover letter and resume in Word or PDF format by **Tuesday August 6, 2024**, to the following confidential email address: resumes@cplma.ca quoting the job title and file number **2024-CLMA03NAF**.

We thank all applicants for their interest; however, only those under consideration will be contacted. Personal Information is collected in accordance with the Municipal Freedom of Information and Protection of Personal Privacy Act and will only be used for candidate selection.

We are pleased to accommodate individual needs in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, throughout our recruitment process. If you require accommodation at any time, please contact Human Resources.