

Position: Regional Manager of Public Services **Position #: P109-24**
Department: Public Services
Reports To: Director Public Services
Supervises: Branch Heads and Community Librarians in assigned region

I. POSITION SUMMARY

Reporting to the Director of Public Services (DPS), the Regional Manager is responsible for the management and operation of the library branches in their service area. Working collaboratively with the Director of Public Services and the other Regional Manager(s), this position oversees the implementation of the public facing services of the organization including programs, circulation, public use of facilities, and electronic services in the branches in their assigned area. The Regional Manager ensures that the management of the human, financial and material resources in their service area is in keeping with the mission, vision, and values of the ORL.

II. ACCOUNTABILITIES

1. Public Services

- Manages the provision of relevant, accessible, and high-quality library services and spaces that are responsive to community needs and expectations.
- Contributes to quality management by: collaborating on the establishment of public service standards and targets; communicating public service standards; setting goals and objectives of branches and subordinate staff; determining area priorities and directing resources accordingly; evaluating and providing feedback on organizational policy; monitoring accomplishment; assessing variables affecting success; developing plans to address variances; and reporting on progress and outcomes.
- Works collaboratively with the Director of Public Services, branch staff and the Finance department to coordinate the maintenance, design, and selection of facilities, equipment, and furnishings.

2. Operations Management

- Leads, develops, empowers, and engages staff to support the fulfillment of the library's vision, mission, and strategic plan.
- Actively cultivates a climate of cooperation, customer service excellence, innovation, fun, and achievement amongst staff.
- Selects, trains, and supervises staff members employing an array of supervisory tools, including coaching, directing, goal setting, evaluating, employee / team recognition, mediating, managing change, and disciplining up to and including termination, as appropriate.
- Administers and makes decisions with respect to the administration of collective agreements for professional and support staff. May act for the employer in dealing with employee grievances and may represent the employer, as appointed, in negotiations with the Canadian Union of Public Employees and/or the Professional Employee's Association. May act as an ORL representative on OH&S and labour management committees.
- Assesses organizational structure and its effectiveness within the Public Services department and provides input and/or recommendations for change.
- Recognizes and, as far as possible, fully deploys the strengths of staff members.

- In collaboration with the OH&S Advisor, ensures proper safety procedures are identified and followed.

3. Community Relationships

- Works with Public Services team to develop strong community relationships and meaningful collaborations in areas of strategic importance.
- Facilitates communication of information within Public Services and other library departments and with key external stakeholders.
- Directs customer service feedback processes, including complaint management processes, ensuring timely follow-up and resolution of concerns.

4. Collaboration

- Builds collaborative and productive working relationships across the Library organization.
- Works with the Director of Public Services and library staff to bring the ORL vision, mission, and strategic plan to life.
- Supports the Library's ability to respond to current and future opportunities and challenges.
- Provides information to develop annual budget estimates for Public Services. Manages budget for assigned areas, ensuring that expenses are controlled, and action plans developed for variances. Works with direct reports to ensure they understand and can comply with budget requirements.
- Collaborates on the planning of public spaces.
- Acts as project sponsor or manager on identified strategic initiatives and projects.
- Provides advice and input about services and operations to project sponsors/managers leading strategic initiatives and projects.
- Ensures subordinate Public Service staff understand the strategic plan and priorities and are engaged in opportunities to participate in initiatives and projects.

III. AUTHORITY

Generally, has and may exercise all powers necessary for effectively carrying out these responsibilities. Is expected to consult with subject matter experts or Director of Public Services in key decisions, wherever possible.

IV. KNOWLEDGE, SKILLS AND ABILITIES

- Outstanding client relationship skills
- Demonstrated leadership skills.
- Ability to establish & maintain effective working relationships with staff and to work in a team environment.
- Excellent human relations, human resources, communication, and organizational skills.
- Demonstrated fiscal responsibility including managing financial and material resources accordingly.
- Demonstrated ability to work effectively in a large and complex public sector organization.
- Demonstrated ability to administer collective agreements.

V. QUALIFICATIONS

- Master's Degree in Library Science (or equivalent) from an ALA accredited library science program

is preferred but a relevant combination of education and experience will be considered.

- Minimum seven years' experience in a public library or equivalent environment, including three years in supervisory or management positions.
- Valid B.C. driver's license and own vehicle

VI. WORKING CONDITIONS

Works predominantly in an office environment. Considerable travel to the branches. High degree of contact with employees.