



Team Lead, Eastside Branch

Eastside Branch, Full-time Permanent, 35 hours/week

We are looking for a collaborative and flexible individual with excellent interpersonal skills to be our Team Lead, Eastside Branch. In this position, you will be the go-to person for our team of Shelves at the branch and will use your detail and coordination skills to assist with department scheduling and other branch processes. You will provide wide-ranging support to the supervisor and manager for daily operations.

Interested?

What you'll do:

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

Manages and maintains schedules for branch shelving staff.

Oversees the holds process at the branch. Provides support for overdue process including resolving customer issues/complaints.

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.

Regular Schedule: Mondays 9:00 – 5:00, Tuesday/Wednesdays: 9:30 - 5:30, Thursdays 1:00 – 9:00, alternating Fridays & Saturdays 9:30 – 5:30. Schedules are subject to change.

The starting wage \$52,579 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 **January 24, 2022** 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.