



## **Manager of Customer Opportunity**

Aurora Public Library serves its community through innovative technology, engaged staff and evolving spaces. We work to support literacy and lifelong learning. Our single site library serves a growing community of 63,000 residents, with over 724,000 library materials borrowed and almost 228,000 in person visits in 2017.

Reporting to the CEO, the Manager of Customer Opportunity is a key member of the management team, striving to achieve the Library's vision and fulfill its mission, guided by the Strategic Plan and annual business plan. You manage the development of library programs and services to appeal to the needs, preferences and diversity of community members of all ages. You oversee the Information Services team, focusing on excellent customer service, access to resources, and innovative library programming and services. You model leadership behaviour that supports the Library's vision, values and strategic objectives, fostering common purpose, adaptability, resilience, and critical thinking.

As Manager of Customer Opportunity, you are an experienced leader who is customer-focused and positively engages staff in the pursuit of APL's service plans. You encourage and foster innovation in the workplace, successfully manage change, have excellent written and verbal communication skills, and exercise good judgment and independent decision-making.

Applicants must have the following qualifications:

- Master of Library/Information Service degree from an ALA accredited university program
- Minimum of four years professional and leadership experience relevant to the position
- Management experience in a unionized environment and proven skills in all aspects of supervision is essential
- Demonstrable understanding of public libraries and awareness of contemporary public library services and programs
- Excellent supervisory skills, including the ability to develop staff and to build and maintain an effective team
- Relevant experience leading, coaching and managing through times of significant change
- Demonstrated commitment to excellence in customer service, both internally and externally
- Strong organization and project management skills
- Strong problem solving and interpersonal communication skills
- Excellent oral, presentation, and writing skills, including report writing
- Proficiency in Microsoft Office Suite, including Word and Excel

The full-time position includes a competitive benefits package and has an annual salary range of \$86,947 to \$106,707 (2017 rate). The Library will require a current Vulnerable Sector Screening from the successful applicant as a condition of employment.

This posting will remain open until the position is filled. Qualified candidates interested in this challenging opportunity should submit in confidence a resume and cover letter to:

Aurora Public Library, Human Resources  
15145 Yonge Street Aurora, ON L4G 1M1  
[jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca)

For email applications, please attach a Word DOC or PDF file.

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The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted.

The Aurora Public Library is pleased to accommodate individual needs in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA). If contacted regarding this competition, please advise the interview coordinator or email [jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca) of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.