



Coordinator of Community Development and Service Design

Richmond Public Library staff have been rising to the challenge of modern public library service since 1976. We are proud of our reputation for innovation and embracing change and we understand the value of making a difference in the lives of Richmond community members. Do you have a passion for literacy, commitment to life-long learning and service to our diverse community? Come join us and make our library even better.

We are currently recruiting for a full time Coordinator of Community Development and Service Design, eager to work with our 200,000+ growing community. This position is part of our leadership team and is based at our Brighthouse branch. This is a great opportunity for a self-motivated, creative, and community-led focused team leader. Shifts include weekends and some occasional evenings, as needed.

To ensure success in delivering our service model to a diverse community you have:

- Graduated from a recognized University plus a degree in Librarianship from an ALA accredited library school supplemented by sound related library experience; or an equivalent combination of training and experience
- 5 years' experience as a leader of a successful team
- Demonstrated commitment to ongoing professional development and excellence in public service
- A passion for making a difference in your community
- Excellent community service skills gained through experience in community outreach
- Excellent customer service skills gained through creative and innovative programming
- Superior interpersonal skills
- Strong leadership and supervisory skills
- Indigenous candidates and candidates who speak languages in addition to English are welcome and encouraged to apply

We offer:

- An organization of real people with a reputation for innovation and responding quickly to our community's needs. Your colleagues have a passion for literacy and life-long learning and a deep commitment to helping the community by sharing their knowledge and expertise
- A library system that provides diverse materials and learning spaces, inspiring creativity, sharing and knowledge building
- Competitive salary, health benefits, pension, free parking and growth opportunities

Please see our website http://rpl.yourlibrary.ca/account/about_rpl/jobs_at_rpl for details about this position.

Contact Information:

Send your application via email to job.applicant@yourlibrary.ca by **4:30 pm on Friday, February 1, 2019**. Please use "2019-01 Coordinator of Community Development & Service Design" in your subject line and include:

- A cover letter describing how you demonstrate the skills noted above.
- A current resume.

While the Richmond Public Library thanks you in advance for your interest, only candidates under consideration will be contacted. ***A criminal record check is a condition of employment.***

Description of Position:

The Coordinator of Community Development and Service Design is an experienced professional responsible for leadership in community services and is a key role in how the library interacts and engages with our community.

This position will liaise with community groups and schools to promote library services, programs and collections; oversees RPL's community service delivery model; develops short and long-term programming and outreach plans; and lead and manage change by contributing new ideas and new ways of delivering excellence in all aspects of community services.

This role has several functions that may vary and change over time. The top 5 priorities currently are:

1. Develops improved access to children and family, adult and senior services.
2. Oversees initiatives that expand library membership.
3. Coordinates the implementation of expanded volunteer services.
4. Designs and shapes RPL's community-led service delivery model.
5. Generates and maintains new community partnerships.

Leadership:

Reporting to the Manager of Community Engagement, the successful candidate is part of the leadership team who work collaboratively to develop and support the library's strategic direction. As a member of the leadership team, you will be experimenting with and adapting new concepts and ideas to meet the changing dynamics of modern public library service delivery.

This position is a relationship builder and people leader, will supervise a variety of full and part time staff across the system, work collaboratively with the community, our partners and volunteers, and sit on various community and City of Richmond committees as a voice for RPL.

Job Responsibility Details:

Acts as a project leader in recommending services pertaining to system-wide library development within area of responsibility; works with Management and other senior staff in system planning and participates in special programs and projects that identify and promote library services that address the needs of the community.

Plans, coordinates, assigns, supervises, the work of a moderate sized group of professional and non-professional staff; mentors and coaches direct reports; and provides advice on more complex aspects of the work.

Participates in the selection of and trains, develops, and reviews performance of professional and non-professional subordinates.

Coordinates, pursues and recommends synergies across departments and with city colleagues and community partners that contribute to optimized library services system-wide.

Develops awareness within the community of available library services; assesses citywide and community needs and advises key stakeholders on strategic issues.

Establishes priorities and recommends short and long term goals for area of responsibility.

Prepares and presents recommendations, reports, data and analytics; submits budget estimates; represents the library at City meetings and in the community as required.

Reviews and makes budgetary recommendations for area of responsibility.

Reviews, evaluates, develops, coordinates and leads the implementation of library services, policies, procedures and activities for area of responsibility; participates in organizational and change management initiatives.

Participates in the selection and ordering of additions to the library's collection and resources; reviews professional literature and keeps abreast of current trends and developments related to the work.

Develops collaborative relationships with City staff, other agencies, community organizations, other libraries in BC and nationally; represents the library on professional committees and at meetings, participates in internal library teams and special projects as required.

On occasion may provide reference and reader's advisory services to the public; handles or advises on the more difficult problems.

Works in conjunction with Management to develop implementation plans and actionable items for area of responsibility, based on strategic plans and visions; coordinates and prepares related plans and proposals; researches funding and partnership opportunities.

Additional Qualifications Information:

Thorough knowledge of the principles and practices of librarianship.

Thorough knowledge of the programs, functions, activities and services of the library system as they relate to the work performed.

Thorough knowledge of branch collections and related resource material.

Thorough knowledge of digital services, electronic resources and emerging technology.

Considerable knowledge of the library's communications objectives and requirements.

Considerable knowledge of other library, Internet and community related resources.

Ability to communicate and collaborate internally with department staff and with other departments.

Ability to recommend new customer experience initiatives focused on improving customer service.

High level of interpersonal and customer service skills.

Ability to develop and present recommendations related community focused/outcome based programs, strategies and plans.

Ability to promote library services, discover and anticipate community interests and needs.

Ability to prepare reports, statistics and budgetary estimates and plan for future branch needs.

Ability to plan, organize, assign, supervise and evaluate the work of subordinates.

Ability to manage competing priorities and deadlines.

Ability to establish and maintain positive and effective working relationships with a variety of internal and external contacts.

Additional Requirements Information:

Driver's License for the Province of British Columbia.

Classification Specification:

706 – Coordinator