MARKHAM PUBLIC LIBRARY

Branch Manager

Job Posting # 2026-47	Job Type: Non-Union Full-time
Hour: 35 hours per week on average	Number of openings: 1
Salary: $110,400 - $129,152 per annum	Grade: 10
Posting Date: October 1, 2026	Closing Date: October 15, 2026 by 4:30 p.m.

Applications are now being received for a **Branch Manager** position in the Service Excellence Department with the Markham Public Library. The position is currently located at the **Cornell** branch.

VISION FOR THE POSITION

The Branch Manager is responsible for realizing the Library's vision for service excellence & ensuring that customers receive consistently exceptional service. The position sets the tone for branch service by modelling the MPL Customer Service Promise & Customer Service Standards. Works closely with staff to ensure excellent service delivery. Builds relationships with users & recommends service improvement initiatives based on customer feedback. Uses own judgement to enhance the customer experience.

The incumbent is a people manager with experience coaching & supporting staff in a customer service environment. Motivates & engages staff effectively. Identifies process improvements & creates efficiencies. Builds strong teams, creates a collaborative & empowering environment.

Assists with implementation of MPL's strategic priorities at the branch level. Participates in system projects, contributes to the development of new services & strategies; supports implementation of the Strategic Plan.

DUTIES AND RESPONSIBILITIES

People Management

1. Provides supervision, coaching & mentoring to branch staff. Provides ongoing feedback re. staff performance & development opportunities.

2. Responsible for performance reviews; recommends to and collaborates with Senior Managers in the implementation & administration of attendance, performance & accommodation management. Administers the Collective Agreements, handles grievances & recommends employee discipline.

3. Motivates staff to provide exceptional customer service through MPL's customer service standards & strategies. Engages staff through opportunities to make service improvement suggestions.

4. Maintains a consistent presence in the branch to ensure that work is performed according to the organization's standards, policies & procedures.

5. Ensures high level of staff engagement through coaching & training, seeking input & providing recognition. Provides staff with ongoing feedback & support and skills development opportunities. Responsible for goal setting at both the employee & branch levels.

6. Works with Administration on staff recruitment, including interviewing & hiring new employees. Implements new employee on-boarding with the support of the Manager, Organizational Transformation.

7. Actively supports the Library's ongoing work in Inclusion, Diversity, Equity and Accessibility, and works to cultivate a branch culture committed to inclusion.

Branch Operations

8. Maintains effective & efficient branch operations, including department workflow. Suggests options for incremental operational improvements to enhance the customer service experience.

9. Works with staff to enhance branch performance. Ensures that the branch staff meet the relevant metrics for customer service.

10. Participates in management meetings & branch-focused project work to enhance services.

Customer Service & System Priorities

11. Builds relationships with customers, welcoming them & actively seeking their feedback throughout the day.

12. Assists with service delivery in order to model effective service behaviours for staff.

13. Implements MPL's Customer Service Standards, including the look & feel of the branch. Clearly identifies & communicates expectations to ensure strategic outcomes are achieved.

14. Participates in the evaluation of staff delivering programs to the public to ensure program participants receive a consistent experience.

15. Participates in system-level projects including strategy development, new service design and implementation, process improvement & other initiatives.

Administration Responsibilities

16. Maintains a safe & harassment-free workplace. Works with appropriate management personnel to address deficiencies or correct potential issues. Identifies potential workplace hazards & addresses them promptly.

17. Undertakes branch administrative duties including payroll, leave requests & branch maintenance. Compiles branch performance data & participates in the analysis of statistical trends & outcome measures.

18. Maintains accurate biweekly schedules for branch departments. Ensures that the branch achieves optimal staffing levels by scheduling staff based on operational requirements.

19. Works with branch supervisors to determine department goals & priorities. Reports regularly on progress against these goals to Senior Management & branch staff.

Other Responsibilities

20. Assumes a leadership role on internal & external library or professional committees.

21. Prepares reports on Branch operations for Senior Administration & the Board.

22. Performs other related duties, as required.

QUALIFICATIONS

1. Master's Degree in Library Science or equivalent from an ALA accredited faculty of Library / Information Science.

2. Minimum of four (4) years of supervisory experience in a customer service environment. Direct people management experience is preferred.

3. Minimum of three (3) years' public library experience required.

4. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

DEMONSTRATED SKILLS

1. Comprehensive knowledge of public library practices & procedures and branch library services.
2. Knowledge of & commitment to the Library's *Strategic Plan*.
3. Exceptional interpersonal skills & leadership capabilities.
4. Commitment to the delivery of quality service to both external & internal customers.
5. Supervisory experience & skills.
6. Ability to coach & motivate staff.
7. Ability to mediate & resolve conflict effectively.
8. Ability to exercise effective & appropriate judgment & independent decision-making.
9. Excellent oral & written communications skills.

CORE COMPETENCIES

- Organizational Alignment
- Service Orientation
- Leads Others
- Thinks Creatively with a Learning Mindset
- Thinks Critically
- Manages Boundaries and Resolves Conflicts

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markhamlibrary.ca

Please quote the **job posting #2026-47** in the subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require code-protected accommodation at any stage of the recruitment process, please let us know when contacted, and we will work with you to meet your needs.

AI Disclosure

At the Markham Public Library, we value transparency and fairness in recruitment. We do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

Vacancy

Replacement Vacancy

We thank all applicants for their interest, however, only those selected for an interview will be contacted.