



## External Job Posting, Pickering Public Library

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**Are you passionate about Customer Service? Do you enjoy sharing information about technology, books, music, and movies with members of your community? Then Pickering Public Library is the career choice for you!**

Pickering Public Library has an on-call job opening for a tech savvy customer service expert to work on the front line serving clients as a **Casual Team Member**. Under the direction of the Manager of Client Experience, the successful candidate will provide excellent customer service to a diverse range of clients. The incumbent will need access to their own transportation/vehicle for occasional shifts at the rural branch as there is no public transit to this area. Casual staff members advise and assist clients with their informational and technology needs, register clients for programs and library cards, and check books in and out for clients. Casual staff members are trained to provide customer service in the reference and the circulation service points in the library as scheduled.

Casual staff members are called in to work “as needed” to fill in scheduling gaps (i.e. for staff absences) on an on-call basis, usually with minimal notice. Flexibility to work on short notice is a requirement for this role. The ideal candidate will be a friendly, positive, and approachable individual who is alert and actively seeks ways to anticipate the needs of all library clients. Pay is associated with the assigned casual shift once scheduling is confirmed:

**Salary: \$22.21 per hour (for circulation assistant shifts) &**

**\$26.31 per hour (for information service technician shifts)**

### **The successful applicant :**

- Advises and assists library clients in the selection and use of Pickering Public Library's collections and services.
- Performs circulation duties including checking library materials in and out, collecting fines, and client registrations when assigned.
- Stays current with developments and emerging trends within the field as it applies to enhancement of library services
- Demonstrates and maintains the required level of technical proficiency.
- May be responsible for opening and closing of a branch.

Pickering Public Library is an equal opportunity employer. The Library encourages and welcomes applications from our diverse population including qualified aboriginal Canadians, persons with disabilities, members of visible minorities, and women. If you require accessibility accommodation, please contact HR. To access further information about Accessibility at Pickering Public Library please visit [www.picnet.org](http://www.picnet.org)

- May provide instructions to pages and supervise their tasks.
- May assist with collection maintenance, for example weeding collections.
- May prepare statistics and report as required.
- May be required to prepare and conduct storytimes and other programmes as directed.
- May conduct library tours and class visits as directed.
- Other duties consistent with job responsibilities

**Applicants must have:**

- College Diploma in relevant area.
- 9 months related experience.
- Availability to work various shifts throughout the week on short notice
- Necessary job competencies: accountability, client focus, communications, flexibility, problem-solving & decision-making, teamwork & relationship building.

**Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.**

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers> ).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

**Please quote Job ID #E-2 and email resumes to Sarah Lombard in HR:**  
careers@picnet.org

**In your cover letter, please detail your strengths and work experience.**

**Closing date for applications:** January 26 at 1 p.m.

**Planned starting date:** February 2018

## Competencies

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### Accountability

Meets commitments and deadlines. Performs work in accordance with safety and security requirements

- Completes assignments and work commitments on time.
- Delivers quality work with limited errors
- Acknowledges errors or mistakes and takes ownership over corrections
- Maintains acceptable attendance
- Respects confidentiality.
- Reports any potential health & safety or security concerns.
- Participates in required safety training.

### Client Focus

Responds to client needs and internal requests.

- Considers the client's needs when completing work, making suggestions and providing service that typically results in client satisfaction
- Always displays professionalism, respect and dignity in daily interactions
- Follows through on commitments and responds to inquiries, emails, requests and complaints in a timely fashion
- Provides a level of service and assistance that is consistent with organizational guidelines and practices

### Communication

Effectively listens and communicates. Clearly communicates concerns and responds to conflict directly

- Verbally communicates information with clarity
- Uses active listening and concentration in order to increase understanding
- Writes with clarity and purpose, structures written documents in a logical order, ensures spelling and grammar are appropriate
- Is polite and professional in both verbal and written communication.
- Handles conflict by having an open discussion with the individual(s) involved.
- Clearly communicates ideas and concerns by stating point of view while being open to hearing other feedback.

### Flexibility

Responds positively to changing needs and conditions

- Understands that change happens and keeps an open mind to new initiatives
- Is flexible to altering normal working conditions in order to get a job done (i.e. assisting a co-worker, takes assignments outside of regular job duties)
- Recognizes the value of different opinions, approaches and perspectives

- Remains positive during times of uncertainty

### **Problem Solving & Decision Making**

Recognizes and identifies issues and offers solutions and/or makes decisions that fall within the position's responsibilities and involves others as required

- Asks questions and looks for answers to issues.
- Identifies issues, makes appropriate decisions for the position and offers basic solutions based on available resources
- Attempts to resolve issues that fall within their scope and accountability
- Involves or refers the issue or decision making to the right person or authority to have the situation resolved
- Makes suggestions at team meetings and to manager on potential/ known issues and possible solutions

### **Teamwork & Relationship Building**

Maintains positive productive working relationships, participates in team or group activities and helps team members.

- Develops and maintains work relationships that are required in order to achieve regular tasks and objectives
- Easily establishes rapport, and communicates openly and effectively
- Is tactful and diplomatic with the ability to remain calm and composed in difficult situations
- Practices active listening and has solid understanding of others.
- Participates in team building and works toward achieving team objectives.
- Meets deadlines and commitments set by the team.