

External Job Posting, Pickering Public Library

Are you passionate about Client 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 client experience expert to work on the front line serving clients as a **Casual Team Member**. Under the direction of the Operations Coordinator, the successful candidate will provide excellent client 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 client service in the reference and the borrower services 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: \$27.23 (Info Services) & \$22.99 (Borrower Services)**
- **Positions: 2**
- **Hours: Casual hours – must be available to work various shifts throughout the week on short notice. In your cover letter, please outline your availability for each day of the week.**

The successful applicant:

- Provides client service excellence at all service points including information, borrower services and technology service points.
- Promotes, advises and assists library clients and staff in the selection and use of Pickering Public Library's collections and services.

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 People and Culture department. To access further information about Accessibility at Pickering Public Library please visit

www.picnet.org

- This role also provides direct inhouse services to clients based on scheduled public service team needs any day of the week.
- Diagnoses and troubleshoots library related hardware and software, technology devices and connectivity issues for staff and clients.
- Identifies and redirects requests to designated staff as appropriate.
- Performs borrower services duties as assigned.
- Performs routine visual merchandising tasks using established guidelines in support of client experience goals.
- Stays current with developments and emerging trends within the field and the community as it applies to enhancement of services in support of the library as a learning organization.
- Demonstrates and maintains the required level of technical proficiency.

Applicants must have:

- Completion of a College Diploma.
- 9 months related experience.
- Strong technology skills and aptitude for troubleshooting personal electronic devices and computer hardware and software.
- **Availability to work various shifts throughout the week on short notice.**

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 (for more information visit us online <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-3 and email your cover letter and resume to People and Culture: careers@picnet.org

In your cover letter, please outline your availability for each day of the week and detail your strengths and work experience.

Closing date for applications: March 4, 2020 5:00 PM

Planned starting date: March/April 2020