



External Job Posting, Pickering Public Library

TITLE: Client Experience Courier

AUTHOR: Pickering Public Library

SUBJECT:

KEYWORDS:

Are you passionate about customer service? Would you like to provide a valuable service to your local library? Then Pickering Public Library is the career choice for you!

Pickering Public Library has a **part-time permanent** job opening for a customer service expert as a **Client Experience Courier**. Under the direction of the Manager of Client Experience, this front-line customer service role requires a friendly and approachable individual who is alert and actively seeks ways to anticipate the needs of all clients. The role also provides delivery service for the Library, including: transport of materials to Library sites using the library vehicle; picking up and delivering mail, supplies, and Library materials as needed. Customer service excellence will be the focus when performing the following activities: processing incoming and outgoing materials on the automated system, registering clients, processing payments and providing basic directions and explanations to the public. The successful candidate must have an Ontario Class G Driver's license in good standing as verified by a driver's abstract. When performing courier work, work may involve heavy physical strain such as: lifting, carrying, pulling, pushing of heavy or awkward objects. Use of "Yellow Tab Grade 2 CSA" approved footwear is required.

Salary: \$22.54 per hour

Hours: 20 hours per week

The successful applicant :

- Checks materials in and out.
- Registers clients and updates their information
- Identifies material in need of repair.
- Performs routine repairs of materials.
- Responds to telephone and in person inquiries regarding services, referring them to appropriate sources of help when necessary.

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

- Processes payment for overdues and lost materials.
- Performs basic merchandising tasks. Clears drop boxes.
- Maintains library materials in order on the shelves and searches shelves for items.
- Explains circulation policies and procedures to users, referring complex matters to senior staff. May be required to contact library clients.
- Operates Library vehicle to pick up and deliver materials, cash deposits, etc. in a safe and efficient manner.
- May perform custodial tasks including: re-stocking and tidying public washrooms, clearing Library walkways of snow as needed and moving furniture and setting up equipment.
- 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.
- May provide instructions to Pages.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities.

Applicants must have:

- Secondary School graduation.
- 3 months related experience.
- Demonstrated data entry skills
- Ontario Class G Driver's license in good standing as verified by a driver's abstract.
- Three months' related experience.
- 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-12 and email your resume and cover letter to Jana Baca in HR: careers@picnet.org

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

Closing date for applications: July 19 at 5 p.m.

Planned starting date: July 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.