

The team at the Pickering Public Library are collaborators and innovators. We embrace change, diversity and inclusion. We understand “the why” behind what we do, and we put library clients first.

Our hope is that when anyone visits the Pickering Public Library, whether in person or online, they don’t just walk through a door. Instead, they step into a space that offers everyone possibility. Reveals potential. And provides community for all.

Does this sound like a workplace that aligns with the contributions you want to make in your career?

The Pickering Public Library has a permanent part-time opening for a reliable and hardworking **Senior Client Experience Associate - Digital**.

Summary:

This role works collaboratively to provide technical support and responsive information and technology services and programs at all locations. This role provides maintenance and troubleshooting of the website and related e-products. May perform borrower services functions. In all interactions, provides proactive and excellent customer service to ensure client satisfaction. Meets clients where they are to provide comprehensive service. May be assigned to be in-charge of a library facility.

Salary: \$31.20/hour - \$34.67/hour
Hours: 20 per week
Start Date: July 21, 2025

The Successful Applicant:

- Promotes, advises, and assists library clients in the selection and use of Pickering Public Library's collections and services.
- Provides client service excellence at all service points including InfoTech services, and borrower services.
- Provides updates, maintenance and troubleshooting for the Library website and public digital products provided by the Library.
- Diagnoses and troubleshoots library related hardware and software, technology devices and connectivity issues for clients.

- Works with the Digital Services Technician to provide administration and troubleshooting of the website and related e-products. This may also include the preparation of electronic promotions and assistance with marketing activities and projects.
- May be assigned to be responsible for the safe operation of a Library facility when acting as In-charge staff.
- Contributes to a positive work environment characterized by open communication, trust, collaboration, respect, and designing for better and better.
- Supports, prepares and/or conducts programs under the direction of senior staff.
- 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.
- Provides instructions to new and more junior employees when working as In-Charge staff and as required. This includes volunteers.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities.

Applicants Must Have:

- Completion of a College Diploma.
- 12 months related experience.
- Strong technology skills and aptitude for troubleshooting. Knowledge of personal electronic devices and computer hardware and software.

The successful applicant will be scheduled to work varying shifts including days, evenings, and weekends. The applicant may be scheduled at any location within the Library system.

We thank all applicants for their interest. Please note that only applicants selected for an interview will be contacted.

A satisfactory Vulnerable Sector Check is required for most jobs at the Library. Please note that job offers will only be made upon successful completion of all background checks.

Qualified candidates may complete an [online application form](#) where you will be required to upload your resume and cover letter (PDFs only) on or before **July 2, 2025 by 12:00 noon**.

Alternate formats of this document are available upon request.
Please speak to Human Resources for assistance.