



EXTERNAL JOB POSTING

CUSTOMER SERVICE ASSISTANT (1 permanent part-time position available)

ORGANIZATION:

Aurora Public Library is a vibrant community space that sparks learning and creativity. We offer early literacy programs, literary and cultural experiences, a Creative Studio, online learning, extensive print and digital collections, and comfortable seating for meeting, collaborating and socializing. Our “community-led” approach reflects a social contract with our community to deliver collections and services in collaboration with the needs of our residents. For more information, visit our website at www.aurorapl.ca.

POSITION SUMMARY:

The Customer Service Assistant provides seamless service and is the first point of contact for people entering the Library. They support library users throughout their visit, providing a warm welcome and assisting with all customer requests. They are approachable and friendly individuals who offer expertise with enthusiasm and a user-centric orientation.

The following attributes describe an APL Customer Service Assistant:

I am Customer Focused

I am a Cooperative and Collaborative Team Player

I am an Effective Communicator

I am a Continuous Learner

I am committed to the Mission, Vision and Values of Aurora Public Library.

This is a permanent, part time position, reporting to the Manager of Collections and Access.

HOURS OF WORK:

45 hours per two week period, including evenings and weekends.

QUALIFICATIONS:

- Post-secondary Library and Information Technician diploma from an accredited institution.
- Exceptional customer service skills (minimum two years of experience in a customer service capacity).
- Experience with Library Information Systems, demonstrated experience with Symphony an asset.
- Demonstrate general knowledge of the library automation systems and specific knowledge of the operations that apply to circulation procedures and catalogue searches.
- Demonstrated experience with Readers’ Advisory and basic information requests an asset.
- Excellent communication and interpersonal skills.
- Displays analytical and problem solving skills.
- Demonstrated ability and aptitude for working with technology
- A pro-active service approach and an outgoing, positive demeanour.
- A valid driver’s licence and access to a vehicle is an asset.

DUTIES AND RESPONSIBILITIES:

1. Provides point of need assistance to library users, ensuring customers’ needs are met in an efficient and positive manner.
2. Provide an enthusiastic orientation to the library and its services
3. Accurately perform circulation procedures for all library materials (check-in, check-out, renew, place holds etc.).
4. Accurately perform procedures for membership records including adding new members, updating records, processing fines and other financial transactions.

5. Accurately perform procedures for shelving, shifting and shelf reading.
6. Safely perform procedures involved with automated materials handling (AMH), ultra-violet material sterilizer, and radio frequency identification (RFID)
7. Provide basic technical assistance to Library users: logging on / printing on public access computers, connecting to WIFI, accessing and navigating the internet, locating resources, and downloading and saving files.
8. Assist with ready reference and basic information services such as directional questions, database log-ins, assistance with catalogue searches, in-library customer use of virtual services.
9. Assist with basic readers' advisory queries and placing holds, directing advanced information request to a Librarian or an Information and Programming Specialist.
10. Handle service desk maintenance tasks such as monitoring the usage of study rooms and public computers.
11. Assist Circulation Team Lead in effectively de-escalating customer concerns.
12. Problem solve and deal appropriately with issues that arise in the performance of duties.
13. Share accountability for ensuring a safe and respectful workplace.
14. Performs other duties as assigned.

STARTING SALARY: \$25.68 per hour

This is a bargaining unit position, CUPE Local 905.02 APL Unit.

APPLICATION:

Please email your resume and cover letter to: jobs@library.aurora.on.ca

Attention: Human Resources

Aurora Public Library

15145 Yonge Street

Aurora, ON L4G 1M1

The Library will require a current Vulnerable Sector Screening from the successful applicant as a condition of employment. All Aurora Public Library employees are required to disclose their vaccination status and be fully vaccinated as a condition of hire in accordance with the Library's COVID-19 Vaccination Policy.

APPLICATION DUE DATE: 04:00 p.m., Friday, January 26, 2024

The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. The Aurora Public Library is pleased to accommodate individual needs in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA). If contacted regarding this competition, please advise the interview coordinator or email jobs@library.aurora.on.ca of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.