

# External Job Posting, Pickering Public Library

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Are you passionate about serving and empowering the community? Do you value building positive experiences for library clients? Do you strive to be part of a team that creates belonging and inclusion within the library? Then this role is for you!

Libraries are about people. Serving our community is at the heart of what we do. Pickering Public Library has a **part-time** job opening for a **Client Experience Representative** a.k.a **Client Experience Associate (CEA) – Borrower Services**. Under the direction of the Manager of Community Branches, the successful candidate will be responsible for creating a welcoming client-centred experience through the delivery of responsive services in all library locations. This role requires a friendly and approachable individual who actively seeks ways to anticipate the needs of all clients. Your job will assist clients with signing up for a library card, borrowing library items, making payments and answering questions through our client help channels (in-person, telephone, chat).

**Note: There are two opportunities available:**

- 1) Permanent PT Client Experience Associate-Borrower Services
- 2) Temporary PT Client Experience Associate-Borrower Services (up to 6 months with the possibility of an extension)

**Salary: \$23.39 per hour**

**Hours: 20 hours per week**

**The successful applicant:**

- Creates a welcoming environment by proactively engaging in client interactions.
- Checks materials in and out. Registers clients and updates their information. This role is part of a team of staff across service channels (in-person, telephone, online chat) that actively engages and provides a welcoming experience for clients who are seeking to:
  - Sign up for a library card
  - Find books
  - Borrow library materials

Pickering Public Library is committed to inclusive, accessible and barrier-free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. We encourage and welcome applications from qualified applicants including members of racialized groups, Indigenous Peoples, persons with disabilities, and persons of any sexual orientation or gender identity. Please let us know if you require an accommodation and we will work with you to ensure a barrier-free hiring process. For further information about Accessibility at Pickering Public Library, visit <https://pickeringlibrary.ca/faq/job-opportunities/>.

- Register for a library program
  - Book loanable equipment
  - Update their library account
  - Make a payment
  - Ask other questions about library services
- Promotes library services to clients and suggests additional services that would increase their access to resources.
  - Explains policies and procedures to users, referring complex matters to senior staff.
  - Collects and processes returned library materials.
  - Refreshes displays and shelving to ensure clean and attractive environment
  - Stays curious about innovation and emerging trends within public libraries and our community and recommends enhancements to services
  - Demonstrates and maintains the required level of technical proficiency.
  - May provide instructions to junior staff.
  - Prepares statistics and reports as required.
  - Other duties consistent with job responsibilities.

#### **Applicants must have:**

- High School graduation
- 6 months customer service experience
- Demonstrated data entry skills

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

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. A satisfactory vulnerable sector/Criminal Records Check VSC (blue form) is required for most jobs at the library. Please note that job offers will only be made upon successful completion of all background checks.

**Please quote Job ID #E-4 and email your cover letter and resume to People and Culture: [careers@pickeringlibrary.ca](mailto:careers@pickeringlibrary.ca)**

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

**Closing date for applications:** July 27, 2021, 5:00 PM

**Planned starting date:** Immediately

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