

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 **Client Experience Assistant**.

Summary:

The Client Experience Assistant works collaboratively with all staff teams to create a welcoming, client-centered environment. Provides exceptional customer service as a first point of contact, assisting clients with registrations, payments, and the processing of materials, actively roves throughout the library, offering proactive support, directions, and clear explanations to ensure every client feels informed and supported.

Salary: \$26.97 per hour
Hours: 20 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 also provides direct in-house services to clients based on scheduled public service team needs any day of the week.
- Assists and provides basic information to clients about core library services.
- Promote library services to clients. Consistently suggests additional services to clients to enhance and add value to the client experience.
- Assists and instructs clients on the use of self-service technology.
- Assists clients with program registration and equipment booking.
- Answers basic information questions, resolves issues and refers to senior staff as needed.

- Provides basic reader's advisory by referring to existing tools, booklists and databases.
- Responds to client inquiries regarding services, referring them to appropriate sources of help when necessary. Contacts clients when required or requested.
- Explains policies and procedures to users, referring complex matters to senior staff.
- Processes payment from clients.
- Clears drop boxes, maintains library materials in order on the shelves, and searches shelves for items. Unpacks/packs totes and bins and prepare materials for daily delivery.
- 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 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.

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 **June 29, 2026**.

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