

# ST. CATHARINES PUBLIC LIBRARY

## JOB POSTING

**POSITION:** CUSTOMER SERVICE ASSISTANT (PART-TIME)

**LOCATION:** BRANCHES  
System wide position that may be assigned to any SCPL Branch

**JOB SUMMARY:** This position reports to the Manager Customer Service and functions as part of the Customer Service team providing and supporting program planning and implementation, information and reference services, reader's advisory, circulation and digital assistance. Working as part of a collaborative team environment, will work towards achieving the strategic goals of SCPL through customer service & access, programming & outreach, and teamwork.

**DUTIES AND RESPONSIBILITIES:**

For the Customer Service Assistant Job Description, please visit [myscpl.ca/jobs](https://myscpl.ca/jobs).

**QUALIFICATIONS:**

1. Library Technician Diploma or degree or equivalent;
2. Minimum 1 years' experience working in a public library or program planning and delivery and/or customer service;
3. Excellent interpersonal and communication skills;
4. Proficient using Technology to work and provide assistance to others, including electronic resources, devices, Microsoft Office, etc.

**HOURS OF WORK:** Not more than 48 hours per 2 week pay period, weekdays, evenings, and weekends (including Sundays) as required.

**HOURLY RATE:** \$22.725 - \$26.590 per hour (Pay Group 5, January 2021 PT schedule)

**APPLICATION DEADLINE:** 5:00 pm, Tuesday, September 27, 2022

**PLEASE SUBMIT APPLICATION TO:** Human Resources  
St. Catharines Public Library  
54 Church Street  
St. Catharines, Ontario L2R 7K2  
Email: [hr@myscpl.ca](mailto:hr@myscpl.ca)  
Only candidates selected for an interview will be contacted

St. Catharines Public Library is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. COVID-19 vaccines are a requirement of the job unless you have an exemption on a medical or other protected ground pursuant to the Ontario Human Rights Code (OHRC). We will accommodate the needs of applicants under the OHRC and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process. Please advise the CEO to ensure your accessibility needs are accommodated throughout this process.

Posted: September 20, 2022  
Remove: September 27, 2022