



Job Posting

Posted: April 17, 2024

Closes: May 1, 2024, at 5:00 pm

Customer Service Assistant (PART-TIME)

Location: 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:

1. Customer Service and Access
 - Models and provides service excellence in all interactions with the public;
 - Communicates effectively with a variety of audiences and individuals from diverse backgrounds;
 - Provides readers' advisory, reference, library orientation, customer guidance, research support, circulation tasks and membership updates;
 - May participate in the maintenance of library collections, marketing the library collections through displays and maintain a good working knowledge of the resources and collections;
 - Performs other customer service related duties as required.

2. Programming & Outreach
 - Working with the Programming & Outreach Librarian and colleagues, develops programs and outreach, class visits, and tours that align with the Library's strategic goals;
 - Continually measures and evaluates the effectiveness of programs and outreach, making recommendations to the Programming & Outreach Librarian and colleagues for improvements;
 - Liaises with relevant community organizations and groups to build and maintain a network of community contacts;
 - Uses outreach opportunities to engage customers in library membership and position the library as a trusted community development partner;
 - Works with the Programming and Outreach Team, to increase awareness of the library's programs, through print and online promotions;
 - Facilitates a welcoming environment for community volunteers assisting with outreach and/or programming.

3. Teamwork
 - Participates in team meetings to communicate updates, address concerns, plan programming and/or outreach;
 - Works with team members to ensure branch workflow is smooth and efficient, providing direction when necessary;
 - Fosters and maintains positive work relationships with library staff;
 - Contributes to healthy and safe work environment while supporting the Library's mission and values

Qualifications:

1. Library Technician Diploma, 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.
5. Current Criminal Records Check.

Hours of Work:

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

Hourly Rate:

\$24.951-\$29.194 per hour (Pay Group 5, January 2024 PT schedule)

How to Apply:

Please submit your cover letter and current resume to hr@myscpl.ca. We thank all who apply. Only those selected for an interview will be contacted.

St. Catharines Public Library is an equal opportunity employer committed to inclusive, barrier-free recruitment, selection processes, and work environments. Please advise Human Resources to ensure your accommodation needs under the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act are provided through all stages of the recruitment process.