
JOB DESCRIPTION: Customer Service Assistant
Level 5 (Union)

This is a temporary rating and the position will be evaluated by the Joint Job Evaluation Committee
February 2021

Positions Supervised: None,

JOB SUMMARY:

This position reports to the Branch Manager and functions as part of the branch 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.

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, patron 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;

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- 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

WORKING CONDITIONS:

- This is a system-wide position that may be assigned at any location of St Catharines Public Library.
- Hours of work will include evenings and weekends to support the work of the Library.
- Must be able to withstand the physical demands of the job.
- Must have the ability to accurately perform detailed work in an environment where interruptions are constant.
- Works in compliance with the *Occupational Health and Safety Act*, the *Accessibility for Ontarians with Disabilities Act*, and municipal, provincial and federal privacy legislation

QUALIFICATIONS:

1. Library Techniques 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.

KEY COMPETENCIES:

- Customer Service
- Communication
- Collaborative Relationships
- Technology Skills
- Organizational Skills and Productivity
- Learning and Growth Mindset
- Ethics and Values
- Analytical Thinking
- Creativity
- Programming and Outreach
- Readers' Advisory
- Reference

I have reviewed this job description with my manager and understand the duties and responsibilities.

Employee Signature

Date