



## **JOB POSTING**

### **CUSTOMER & CIRCULATION SERVICES COORDINATOR**

**Full-time, permanent position**

- LOCATION:** Aurora Public Library  
15145 Yonge Street, Aurora, ON L4G 1M1
- POSITION SUMMARY:** Reporting to the Manager, Content, Access and Innovation, is responsible for the effective operation and coordination of Circulation Services, including training and coaching of Circulation staff and being a resource for the team. Provides training and supervision of the Library Pages. A detail-oriented and strong team player with exceptional customer service skills.
- WORKING CONDITIONS:** Works 70 hours per two week period, including evenings and weekends.
- QUALIFICATIONS:**
- ▶ Diploma in library techniques from an accredited post-secondary institution.
  - ▶ Minimum two years relevant experience, preferably in a public library environment.
  - ▶ Demonstrated experience in providing superior customer service.
  - ▶ Excellent oral and written communication, interpersonal and customer service skills.
  - ▶ Ability to be flexible and adapt to changing objectives and priorities in a team environment.
  - ▶ Ability to meet or exceed minimum technical competencies outlined in Position Profile.
  - ▶ Demonstrated knowledge and experience of applicable library information systems.
  - ▶ Change orientation, positive demeanour and commitment to excellence in customer service.
- STARTING SALARY:** \$27.47 per hour
- APPLICATION:** Email your resume (Word DOC) to:  
[jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca)  
Human Resources, Aurora Public Library
- The Library will require a current Vulnerable Sector Screening from the successful applicant as a condition of employment.
- APPLICATION DUE DATE:** **04:00 p.m. Monday, October 16, 2017**

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The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. The Aurora Public Library is pleased to accommodate individual needs in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA). If contacted regarding this competition, please advise the interview coordinator or email [jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca) of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.