



JOB POSTING

CUSTOMER SERVICE ASSISTANT 20 hours per week, includes evenings and weekends

- LOCATION:** Aurora Public Library
15145 Yonge Street, Aurora
- POSITION SUMMARY:** The Customer Service Assistant provide seamless service and are the first point of contact for people entering the Library. They support library users throughout their visit, providing a warm welcome, assisting with all requests through the checkout and information process. They are approachable and friendly individuals who offer expertise with enthusiasm and a user-centric orientation.
- WORKING CONDITIONS:** Works 40 hours per two week period, including evenings and weekends.
- QUALIFICATIONS:**
- ▶ Post-secondary diploma from an accredited institution in Library Techniques; or a Digital Technologies graduate certificate plus the requisite Reference/Information Services courses required by an accredited institution offering a Library Techniques diploma program.
 - ▶ Minimum two years of experience in a customer service capacity.
 - ▶ Demonstrated excellent communication and interpersonal skills.
 - ▶ Demonstrated analytical and problem solving skills.
 - ▶ Ability to meet or exceed minimum technical competencies outlined in Position Profile.
 - ▶ Experience with library information systems.
 - ▶ A pro-active service approach and an outgoing, positive demeanour.
- STARTING SALARY:** \$23.80 per hour
- APPLICATION:** Please email your resume (Word DOC) to:
Human Resources
Aurora Public Library
15145 Yonge Street
Aurora, ON L4G 1M1
Email: jobs@library.aurora.on.ca
- 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., Friday, October 27, 2017**

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 of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.