



JOB POSTING

CUSTOMER SERVICE ASSISTANT (3 Permanent part-time positions available) 20-25 hours per week, includes evenings and weekends

- LOCATION:** Aurora Public Library
15145 Yonge Street, Aurora
- POSITION SUMMARY:** The Customer Service Assistant provides seamless service and is 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 45 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 experience with Symphony or other ILS circulation functions an asset.
 - ▶ Demonstrated experience with Readers' Advisory and basic information requests an asset.
 - ▶ Excellent communication and interpersonal skills.
 - ▶ Displays 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:** \$24.70 per hour (2019 rate)
- APPLICATION:** Please email your resume to: jobs@library.aurora.on.ca
Human Resources
Aurora Public Library
15145 Yonge Street
Aurora, ON L4G 1M1
- 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., Thursday, April 18, 2019**

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.