



23 Buell Street, P.O. Box 100, Brockville, Ontario K6V 5T7  
Phone: 613-342-3936 • Fax: 613-342-9598 • [www.brockvillelibrary.ca](http://www.brockvillelibrary.ca)

## Employment Opportunity

### Brockville Public Library Customer Service Assistant Position: Part-time (Temporary contract)

**Status:** Part-time | **Hours:** Days, evenings, weekends | **Starting Wage:** \$16.97/hour | **Start Date:** Nov 26<sup>th</sup>, 2018

#### **Position Summary**

Part-time Library Customer Service Assistants are first-contact customer service representatives at the Brockville Public Library's service desks.

#### **Responsibilities**

The individual is a customer service champion first and foremost, in addition:

- Takes the lead role in the delivery of all customer service functions by responding first to customers at the service desks and on the telephone.
- Completes all Library service delivery duties.
- Responds to general, procedural, directional and readers' advisory questions or direct customers to the appropriate person/department.
- Cooperates as a team member in performing all tasks essential to the achievement of efficient and effective service to Library customers.
- Other duties as assigned

#### **Qualifications**

- Post-secondary education or approved equivalent combination of education and experience; Library Technician Diploma an asset.
- 2 years of proven excellence in customer service.
- Experience with computers and automated systems.
- Aptitude for organization with attention to detail and accuracy; maintains confidentiality.
- Displays excellent interpersonal and team-oriented workplace skills.

#### **Working Conditions**

1. General office working conditions.
2. Constant interaction with the general public.
3. Base schedule for this position: 51 hours over a 4 week cycle (currently 4 x Tuesday 9-1, 4 x Thursdays 9-1, 3 x Fridays 1-5, 1 x Saturday 9-5); day, evening and weekend service shifts are required.
4. Position requires lifting – 15lbs.

**Please submit a cover letter and resume by e-mail to:**

Laura Julien: Manager of Customer Experience: [laura@brockvillelibrary.ca](mailto:laura@brockvillelibrary.ca)

**DEADLINE FOR APPLICATIONS: Friday November 16th, 2018 by 5pm.**

*We thank you for your application, however, only those applicants selected for an interview will be contacted.*