



External Job Posting, Pickering Public Library

Are you passionate about customer service? Would you like to provide a valuable service to your local library? Then Pickering Public Library is the career choice for you!

Pickering Public Library has a **part-time permanent** job opening for a customer service expert as a **Client Experience Courier**. Under the direction of the Manager of Client Experience, this front-line customer service role requires a friendly and approachable individual who is alert and actively seeks ways to anticipate the needs of all clients. The role also provides delivery service for the Library, including: transport of materials to Library sites using the library vehicle; picking up and delivering mail, supplies, and Library materials as needed. Customer service excellence will be the focus when performing the following activities: processing incoming and outgoing materials on the automated system, registering clients, processing payments and providing basic directions and explanations to the public. The successful candidate must have an Ontario Class G Driver's license in good standing as verified by a driver's abstract. When performing courier work, work may involve heavy physical strain such as: lifting, carrying, pulling, pushing of heavy or awkward objects. Use of "Yellow Tab Grade 2 CSA" approved footwear is required.

Salary: \$22.54 per hour

Hours: 20 hours per week

The successful applicant :

- Checks materials in and out.
- Registers clients and updates their information
- Identifies material in need of repair.
- Performs routine repairs of materials.
- Responds to telephone and in person inquiries regarding services, referring them to appropriate sources of help when necessary.
- Processes payment for overdues and lost materials.
- Performs basic merchandising tasks. Clears drop boxes.
- Maintains library materials in order on the shelves and searches shelves for items.
- Explains circulation policies and procedures to users, referring complex matters to senior staff. May be required to contact library clients.
- Operates Library vehicle to pick up and deliver materials, cash deposits, etc. in a safe and efficient manner.

- May perform custodial tasks including: re-stocking and tidying public washrooms, clearing Library walkways of snow as needed and moving furniture and setting up equipment.
- Stays current with developments and emerging trends within the field and the community as it applies to enhancement of services in support of the library as a learning organization.
- Demonstrates and maintains the required level of technical proficiency.
- May provide instructions to Pages.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities.

Applicants must have:

- Secondary School graduation.
- 3 months related experience.
- Demonstrated data entry skills
- Ontario Class G Driver's license in good standing as verified by a driver's abstract.
- Three months' related experience.
- Necessary job competencies: accountability, client focus, communications, flexibility, problem-solving & decision-making, teamwork & relationship building.

Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers>).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-12 and email your resume and cover letter to Jana Baca in HR: careers@picnet.org

In your cover letter, please detail your strengths and work experience.

Closing date for applications: July 19 at 5 p.m.

Planned starting date: July 2018

Competencies

Accountability

Meets commitments and deadlines. Performs work in accordance with safety and security requirements

- Completes assignments and work commitments on time.
- Delivers quality work with limited errors

- Acknowledges errors or mistakes and takes ownership over corrections
- Maintains acceptable attendance
- Respects confidentiality.
- Reports any potential health & safety or security concerns.
- Participates in required safety training.

Client Focus

Responds to client needs and internal requests.

- Considers the client's needs when completing work, making suggestions and providing service that typically results in client satisfaction
- Always displays professionalism, respect and dignity in daily interactions
- Follows through on commitments and responds to inquiries, emails, requests and complaints in a timely fashion
- Provides a level of service and assistance that is consistent with organizational guidelines and practices

Communication

Effectively listens and communicates. Clearly communicates concerns and responds to conflict directly

- Verbally communicates information with clarity
- Uses active listening and concentration in order to increase understanding
- Writes with clarity and purpose, structures written documents in a logical order, ensures spelling and grammar are appropriate
- Is polite and professional in both verbal and written communication.
- Handles conflict by having an open discussion with the individual(s) involved.
- Clearly communicates ideas and concerns by stating point of view while being open to hearing other feedback.

Flexibility

Responds positively to changing needs and conditions

- Understands that change happens and keeps an open mind to new initiatives
- Is flexible to altering normal working conditions in order to get a job done (i.e. assisting a co-worker, takes assignments outside of regular job duties)
- Recognizes the value of different opinions, approaches and perspectives
- Remains positive during times of uncertainty

Problem Solving & Decision Making

Recognizes and identifies issues and offers solutions and/or makes decisions that fall within the position's responsibilities and involves others as required

- Asks questions and looks for answers to issues.
- Identifies issues, makes appropriate decisions for the position and offers basic solutions based on available resources
- Attempts to resolve issues that fall within their scope and accountability

- Involves or refers the issue or decision making to the right person or authority to have the situation resolved
- Makes suggestions at team meetings and to manager on potential/ known issues and possible solutions

Teamwork & Relationship Building

Maintains positive productive working relationships, participates in team or group activities and helps team members.

- Develops and maintains work relationships that are required in order to achieve regular tasks and objectives
- Easily establishes rapport, and communicates openly and effectively
- Is tactful and diplomatic with the ability to remain calm and composed in difficult situations
- Practices active listening and has solid understanding of others.
- Participates in team building and works toward achieving team objectives.
- Meets deadlines and commitments set by the team.