

## External Job Posting

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**Are you passionate about Technology & Customer Service? Do you enjoy sharing information about electronic devices, books, music, games, and movies? Would you like to work in your community as part of a great team? Then Pickering Public Library is the career choice for you!**

Pickering Public Library has a **part-time permanent job opportunity** for a reliable and hardworking **Client Experience Associate** working at all branches. The successful candidate will be responsible for providing proactive customer service and technical support to clients by sharing and promoting information and advisory services and will perform some circulation activities when required. Although there may be occasional program facilitation, this role will primarily focus on providing front-line customer service excellence. This position works a variety of shifts (days, evenings, weekends). The ideal candidate will have demonstrated outstanding customer service skills, advanced technical proficiency, a passion for learning, along with strong interpersonal and teamwork skills.

**Salary: \$27.23 per hour**

**Hours: 20 hours per week**

### **The successful applicant:**

- Provides client service excellence at all service points including information, borrower services and technology service points.
- Promotes, advises and assists library clients and staff in the selection and use of Pickering Public Library's collections and services. This role also provides direct in-house services to clients based on scheduled public service team needs any day of the week.
- Diagnoses and troubleshoots library related hardware and software, technology devices and connectivity issues for staff and clients.
- Identifies and redirects requests to designated staff as appropriate.
- Performs borrower services duties as assigned.
- Performs routine visual merchandising tasks using established guidelines in support of client experience goals
- 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.

Pickering Public Library is an equal opportunity employer. We encourage and welcome applications from qualified applicants reflective of the diverse population we serve including members of visible minorities, Aboriginal peoples, persons with disabilities, and persons of any sexual orientation or gender identity. Accommodations are available on request to the Human Resources department throughout the recruitment and employment process.



- Demonstrates and maintains the required level of technical proficiency.
- May provide instructions to new and more junior employees.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities.

**Applicants must have:**

- Completion of a College Diploma.
- 9 months related experience.
- Strong technology skills and aptitude for troubleshooting personal electronic devices and computer hardware and software.

**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 list of SOLS competencies <https://www.sols.org/index.php/develop-your-library-staff/competencies2/competencies-index/competenciesoverviewmenu> ).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. A satisfactory vulnerable sector search Criminal Records Check VSC (blue form) is required for most jobs at the library. Please note that job offers will only be made upon successful completion of all background checks.

**Please quote Job ID #E-3 and email your cover letter and resume to HR:**  
careers@picnet.org

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

**Closing date for applications:** April 4, 2019 at 5:00 pm

**Planned starting date:** April 2019

*Alternate formats available upon request. Please contact HR.*

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