

## External Job Posting, Pickering Public Library

---

**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 with a great team of dedicated staff? Then Pickering Public Library is the career choice for you!**

Pickering Public Library has a **permanent, part-time** opening for a reliable and hardworking **Client Services Associate** working at all branches. Reporting to the Manager of Client Experience, the successful candidate will be responsible for providing proactive customer service, conducting programs, and delivering technical support by sharing and promoting information and advisory services. Although program facilitation is a component of this role, the primary focus will be providing front-line customer service excellence. This position works a variety of shifts (days, evenings, and weekends). The ideal candidate will be versatile and demonstrate outstanding customer service skills, a wide range of advanced technical proficiency, a passion for learning, along with strong interpersonal and teamwork skills. This position may perform some circulation activities, when required.

**Salary: \$25.90 per hour**

**Hours: 20 hours per week**

### **The successful applicant :**

- Promotes, advises and assists library clients and staff in the selection and use of Pickering Public Library's collections and services.
- 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.
- Prepares and conducts programs under the direction of senior staff.
- Performs circulation 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 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 new and more junior employees.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities

#### **Applicants must have:**

- College Diploma or an equivalent combination of education and experience.
- 9 months related experience.
- Strong technology skills and aptitude for troubleshooting personal electronic devices and computer hardware and software.
- Necessary job competencies: accountability; client focus; communication skills; 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-14 and email resumes to Sarah Lombard in HR:**  
[careers@picnet.org](mailto:careers@picnet.org)

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

**Closing date for applications:** August 25, 2017 at 5pm

**Planned starting date:** September 2017

## **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

Pickering Public Library is an equal opportunity employer The Library encourages and welcomes applications from our diverse population including qualified aboriginal Canadians, persons with disabilities, members of visible minorities, and women. If you require accessibility accommodation, please contact HR. To access further information about Accessibility at Pickering Public Library please visit [www.picnet.org](http://www.picnet.org)  
**Pickering Public Library | External Job Posting**

- 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.