

External Job Posting, Pickering Public Library

Are you a passionate Administrative Assistant with great customer service skills? 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 great career opportunity for a reliable and hardworking **Administrative Assistant (Assistant I, Support Services)**. This is a temporary full-time opportunity for up to 12 months with the possibility of additional 12-month extension. This evolving role requires a personable, organized, efficient, and flexible individual who is able to continuously learn and multitask to perform a variety of administrative tasks. Customer Service duties will also be performed as part of this role and will require an individual with a demonstrated commitment to client service excellence. Adaptability, enthusiasm for learning, and proficiency with computer data-entry is required for success in this role. **Library background is not required.**

Salary: \$21.86 per hour

Hours: 35 hours per week

The successful applicant :

- Creates and updates bibliographic records for library materials from the pre-order through withdrawal stages.
- Prepares and verifies orders and sends to vendors.
- Receives shipments, checks and processes invoices.
- Maintains, processes and repairs various types and collections of library materials.
- Assists with collection maintenance for example weeding collections.
- Completes various clerical tasks in support of department objectives.
- Performs circulation duties as assigned.
- 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.
- Prepares statistics and reports as required.

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 the Director of Human Resources at 905-831-6265 ext. 6222. To access further information about Accessibility at Pickering Public Library please visit www.picnet.org

- Other duties consistent with job responsibilities.

Applicants must have:

- Secondary School graduation.
- 9 months related experience.
- Demonstrated data entry skills.
- Necessary job competencies: accountability, client focus, communications, flexibility, problem-solving & decision-making, teamwork & relationship building.

Candidates may 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 (which may include the CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-5 and email resumes to Human Resources: careers@picnet.org

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

Closing date for applications: March 31 at 5 p.m.

Planned starting date: April 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
- 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 inquires, 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.

Alternate formats available upon request. Please talk to Library staff.