

CUSTOMER SERVICE SPECIALIST – Casual Relief East Gwillimbury Public Library

Environment

East Gwillimbury Public Library (www.egpl.ca) serves the fastest growing municipality in Canada. EGPL is a collaborative, forward-thinking library system that serves a growing population of over 35,000 in an urban/rural setting and is located in the Region of York, approximately 5 minutes north of the Town of Newmarket. We value creativity, new ideas and pride ourselves on providing excellent customer experiences. Branches are located in the communities of Holland Landing and Mount Albert, with a third location currently being developed and designed.

Position Summary

East Gwillimbury Public Library is seeking an enthusiastic, innovative and creative individual for the position of Customer Service Specialist – Casual Relief, to provide efficient customer-focused library services to the public of all ages. The Customer Service Specialist – Casual Relief delivers a quality member experience through excellent, anticipatory, and responsive customer service, engaging members by proactively addressing or redirecting queries effectively from a single service point and managing circulation transactions.

Qualifications

- Successful completion of a College diploma, or a combination of post-secondary education and equivalent experience as determined by the employer
- Minimum 1-year public service experience
- Strong service orientation; demonstrated ability to deliver quality customer service
- Ability to provide general reference, reader's advisory, and circulation services
- Knowledge of and experience with providing training with various technologies
- Strong problem solving, mature judgment, and exceptional customer service and interpersonal skills
- Excellent organizational and time management skills; able to function well in a busy environment and work with minimal supervision
- Good written and oral communication skills. Fluency in English (verbal, writing, and reading)
- Competence with social media, marketing library services, and an awareness and understanding of technology trends
- Experience with SirsiDynix Symphony integrated library system an asset
- Some travel between branches may be required
- Successful candidate will be required to produce a police check dated within 12 months

Working Conditions

Hourly Rate: \$28.35

Status: Casual Relief; 1 year contract

Schedule: This is a contract position working on a casual/on-call basis with no guarantee of hours and requires an individual willing to work day, evening, and weekend shifts. The successful applicant may be called to work at any EGPL location. Candidates must be able to fill in for staff with little notice. Casual relief staff are expected to have at least 3 out of 7 days available for this type of work.

Deadline

4:00 p.m. Friday, May 27, 2022

How and Where to Apply

Please email a covering letter and résumé addressed to:

Aysha Khan
Coordinator, Administrative Services
East Gwillimbury Public Library
P.O. Box 1609, 19513 Yonge Street
Holland Landing, ON
L9N 1P2
Email: akhan@egpl.ca

Additional Comments:

East Gwillimbury Public Library is committed to creating a respectful and inclusive environment that accommodates all individuals, including those with disabilities. We support the principles of the Accessibility for Ontarians with Disabilities Act (AODA) and have established policies, procedures, and practices which adhere to the accessibility standards of the AODA. Should you require any accommodation throughout the recruitment process please notify the contact person identified in this posting.

We thank all applicants for their interest, however only those being considered for an interview will be contacted. Personal information is collected in accordance with the *Municipal Freedom of Information and Protection of Personal Privacy Act* and will only be used for candidate selection.