

CUSTOMER & COMMUNITY SERVICE SPECIALIST (Permanent Full Time)

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 & Community Service Specialist who will specialize in digital/STEM program development and delivery, and in the design of marketing materials. You will promote innovative programs, outreach and services to meet community needs and advance the Library's mission, and you look to the community to develop partnerships. You will execute marketing campaigns and design library promotional materials. You will be responsible for staff supervision and branch operations in the absence of the branch manager. Working at both locations, you will provide a welcoming and engaging library service by providing instruction, in-depth information and readers' advisory services to the public of all ages and assist them with public access computers and electronic databases.

Qualifications

- Library Techniques Diploma or combination of post-secondary education and equivalent experience as determined by the employer
- Minimum one (1) year of public service experience
- Demonstrated achievement in the development and delivery of library programming
- Experience in providing training with various technologies
- Proficiency in actively managing internal and external relationships and community partnerships
- Ability to provide in-depth reference, readers' advisory and circulation services
- Demonstrated knowledge of library services, operations and policies
- Competence with social media
- Demonstrated ability and interest in marketing, including creation of posters, brochures, digital marketing and content creation
- Able to manage shifting priorities in a busy environment and work with minimal supervision
- Strong problem solving, mature judgment and exceptional customer service and interpersonal skills
- Good written and oral communication skills in English
- Knowledge of other languages an asset
- Some travel is required
- Successful candidate will be required to produce a police check dated within 12 months

Working Conditions

Status: Permanent - Full Time

Schedule: 35 hours weekly, including evenings and weekends.

Hourly Rate \$28.35 per hour; benefits package

Deadline 4:00 p.m. Monday May 16th, 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.