

Public Service Assistant, Part-Time, CUPE

(Job # WSPL-012-24)

Status:	Part-time
Date Open:	September 30, 2024
Date Closing:	October 18, 2024
Scheduled hours/shifts:	12-24 hours per week
Salary:	\$26.02/hour, Grade 5 Step 1 (2024 rate)

Position Purpose

This position is responsible for the provision of customer service, reader advisory, and information services in accordance with library objectives. Additional responsibilities include circulation service duties and assisting in the maintenance of the physical appearance, safety, and security of the library.

Duties & Responsibilities

1. Provides pro-active customer and information services. Provides reference and reader advisory services, directional, and technology related support.
2. Performs service desk and roving duties. Works evenings and weekends as scheduled.
3. Assists clients with problems relating to technology, including but not limited to assistance with mobile phones, tablets, and e-readers.
4. Performs regular circulation duties including, but not limited to: the checking in and out of all library materials, the registering and updating of library user membership records, the collecting of overdue fines and other related library fees, the placing of reserves on requested materials, answering telephone calls, acquainting borrowers with library procedures, sorting items on book carts, emptying book drop, withdrawing items from the collection, helping to maintain a welcoming, pleasant, and helpful atmosphere.
5. Assists in the maintenance of a safe environment by taking immediate action to address public and staff safety concerns such as broken glass, slippery floors, and any other clean up situation that presents an immediate hazard to staff and to the public.
6. Reconciles cash & debit transactions daily.

7. Uses problem solving skills, discretion, and good judgement when dealing with a wide variety of customer service issue, including dealing with difficult customers.
8. Other duties as assigned.

Qualifications and Requirements

1. Requires completion of high school diploma (grade 12) and current Vulnerable Sector Screening.
2. 18 – 24 months related experience in serving the public.
3. Excellent communication and customer service skills, and the ability to work with a diverse group of people.
4. Good knowledge of computers and related software.
5. Ability to lift, bend, and push heavy carts of library materials.

How to apply

Please forward your resume in confidence by **October 18, 2024**, at 4:30 p.m. identifying **Job# WSPL-012-24 – Last Name, First Name** in the subject line to careers@wsplibrary.ca . Please ensure your application is saved in one single document in PDF format.

Committed to diversity and a barrier-free environment: Whitchurch-Stouffville is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Library, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.