

Job Opportunity

The Corporation of the Town of Orangeville
invites applications for the position of

Public Services Assistant, Library **Community Services Department – Orangeville Public Library** (Part-time position, up to 24 hours per week)

Libraries are about people. Serving our community is at the heart of everything we do. If you are passionate about customer service and like a fast-paced team environment, this role is for you.

Orangeville Public Library has two openings for the part-time position of Public Services Assistant. Public Services Assistants are responsible for creating a welcoming environment for all, providing responsive information and technology services, and delivering programs for all ages within the library and in the community. The primary responsibility of the position is providing a variety of services to the public including circulation, reference, readers' advisory, user-support of library technologies and digital resources, programs, and collection maintenance. The principles of equity, inclusion and belonging are present in all that we do, and all library service aligns with values of inclusivity, curiosity, lifelong learning, intellectual freedom and trust.

The successful applicants will demonstrate a love of reading, lifelong learning and shares enthusiasm with others; work independently and collaboratively as part of a team in a fast-paced environment, performing multiple tasks as required; and take initiative to develop positive customer solutions for challenges that may arise, identifying when to redirect to designated staff as appropriate. The successful applicants will be scheduled to work varying shifts including days, evenings, and weekends. The applicants may be scheduled at any location within the library system. This is an onsite position.

Job Duties:

- Providing proactive customer service at all service points including information, technology and circulation services.
- Employing excellent communication skills to all members of the public with assurance, understanding, courtesy and tact.
- Troubleshooting library related hardware and software, personal technology devices and connectivity issues for customers.
- Supporting, preparing and conducting programs under the direction of senior staff

- Assisting in the promotion of programs and resources through displays.
- Processing membership registration and circulation of library materials; handling cash and debit transactions and end of shift reconciliations; and collecting fees and fines.

Qualifications:

- Secondary School diploma or equivalent.
- Minimum one year of relevant work experience, including customer service and technology (with work experience within a library setting considered an asset).
- Strong technology skills and an aptitude for acquiring new technical skills and knowledge on an ongoing basis.

Hourly Range: \$27.82 to \$32.57, Band 5 on the Town's 2023 Pay Grid

Qualified candidates are invited to submit their resume, in confidence, to Sarah Alexander, Human Resources Assistant, no later than 4 p.m. on **Monday, September 11, 2023**. Applications may be submitted online or submitted in person to the Town Hall located at 87 Broadway. Please do not email your application.

To select the best candidates to serve the Town of Orangeville and its people, several screening tools, including Police Record Checks are required as part of the hiring process for some employment or volunteer positions. When requested, applicants are required to provide a Police Record Check as a condition of their offer of employment. Police Record Checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of Police Record Check required will be indicated in the job posting qualifications

By submitting your personal information to the Town of Orangeville, you consent to the collection, use, and disclosure of that information in connection with our recruitment, hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, and will be used to determine the qualifications for employment with the Town of Town of Orangeville. Questions about this collection should be directed to the Manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.