



# ON-CALL PUBLIC SERVICES ASSISTANT COMPETITION #24CU24

Reporting to the Chief Librarian, Public Services Assistants are responsible for promoting a welcoming and inviting library environment, providing front-line customer service to visitors of the Nelson Public Library and are responsible for delivering a library service that aligns with Library values: Universal & Equitable Access, Excellent Service, Equity, Diversity & Inclusion, Sustainability, and Meaningful Relationships.

The primary responsibility of the position is providing a variety of public services including borrower services, reference assistance, readers' advisory and user-support of library technologies and digital resources.

#### Preferred Qualifications:

- Library Technician qualification or equivalent;
- Two years post-secondary education and equivalent experience;
- Significant library or other relevant work experience, including technology and customer services;
- Excellent communication skills with all members of the public, including those with complex needs (eg. vulnerable populations), with assurance, understanding, courtesy and tact;
- Strong computer technology skills, including the use of mobile devices, integrated library systems, and software required to complete assigned tasks such as word processing and spreadsheet management;
- Knowledge of Library resources for reference services and ability to provide competent reference services to the public;
- Be able to work in a fast-paced environment in which simultaneous performing of multiple tasks is often required;
- Ability to develop creative solutions for challenges that arise due to shifting work-related exigencies;
- Ability to maintain a competent professional demeanour under pressure;
- Have knowledge of the Dewey Decimal System of Classification;
- Demonstrate a love of reading, lifelong learning and sharing that enthusiasm with others.

**Rate of Pay:** \$32.43 per hour  
**Hours/Days of Work:** On Call (Mon-Sat)  
**Start Date:** April 22, 2024  
**Application Deadline:** March 15, 2024

To find a full description of the position role, including required qualifications and experience, please visit [nelson.ca/jobs](https://nelson.ca/jobs).

## We look forward to hearing from you!

Interested applicants should reference #24CU24 and submit their resume and cover letter by March 15, 2024, at 3:00 PM



**APPLY NOW**