

Customer Service Associate (CSA)

Niagara Falls Public Library

Casual

Niagara Falls Public Library is seeking a Casual Customer Service Associate (CSA) to work with customers to create an outstanding library experience.

This position requires an individual available to work on a casual, as needed basis. Hours of work may vary, but may include daytime, evening, and weekend hours. Shifts may range from 2 hours to 7.5 hours.

Working with other members of the Customer Service Team, the CSA provides assistance in the following areas of service:

- Circulation, including checking library materials in and out; assessing fines and other charges; and resolving customer issues
- Providing basic information and readers' advisory to adults, teens and children using print and electronic resources
- Use of current library technologies, including public computer workstations and their capabilities, Media Lab and Makerspace equipment, as well as the digital content services of the NFPL's Virtual Library

The successful candidate will have a demonstrated commitment to outstanding customer service, strong attention to detail, and enthusiasm for discussing the Library's services, collections and programs with the public. The successful candidate will also have a demonstrated familiarity with information and collection services in various formats, current library technology, strong aptitude, and a willingness to learn new technologies.

Key Responsibilities:

- Provides circulation and inquiry services as needed, including assisting with customer use of current library technology.
- Processes requests for items not in the collection.
- Recommends customer programming needs that arise from working with the public.
- Provides service feedback and suggestions to the team leader.
- Identifies and resolves service problems, and reports those requiring further resolution to the appropriate person.
- Assists with specific branch projects.

- Participates in and contributes towards library committees, meetings, and events.
- Reports problems with physical plant and equipment.
- Directs pages' tasks and workflow.
- Provides administrative support for assigned areas.
- Stays abreast of Library communications.
- Prepares statistics and reports as required.
- Shares accountability for ensuring a safe and respectful workplace.
- Other duties consistent with job responsibilities.

Skills, Knowledge, Training:

- College Diploma in relevant discipline.
- 1 years' relevant experience in a service organization.
- Demonstrated familiarity with information and collection services in various formats.
- Demonstrated familiarity with current library technology.
- Experience with reader's advisory
- Key Competencies:
 - Strong communications
 - Commitment to outstanding customer service
 - Planning and organization
 - Problem-solving/decision-making
 - Innovativeness/change management
 - Strong interpersonal skills
 - Continuous learning

Workplace Environment:

The NFPL strives to be a workplace which fosters respect for all customers and co-workers, and requires employee commitment to the following;

- Adherence to the legal requirements of all levels of government, e.g. Health and Safety, Human Rights, Harassment, Freedom of Information and Privacy.
- Adherence to the policies and procedures of the Library which implement these requirements.
- Building and nurturing positive relationships among and with customers and colleagues.

- Culture of teamwork, collaboration and respectful feedback.

Position Type:

Casual

Wage:

\$24.16 per hour (2018 starting rate)

Work Hours:

Variable as needed including **evenings, Saturdays and Sundays.**

How to Apply:

Email your cover letter and resume detailing your qualifications to hr@nflibrary.ca

Applications will be accepted until **Friday June 14, 2019 at 4:30 PM.**

Applicants must be eligible to work in Canada.

While we appreciate all applicants, only those selected for an interview will be contacted.

Those interviewed will be required to complete a skills assessment of current library technology as part of the selection process.

The Niagara Falls Public Library is committed to providing accommodations in all aspects of the recruitment and hiring process under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).