



## Job Posting

Milton Public Library is committed to inspiring through discovery, collaboration and creation. As one of the fastest-growing municipalities in North America, Milton Public Library (MPL) is an award winning system focused on innovation. MPL empowers the community to: Read. Learn. Create. Connect.

<b>Position:</b>	Customer Service Assistant
<b>Status:</b>	Part Time
<b>Salary Range:</b>	\$21.86- \$26.23 hourly
<b>Home Location:</b>	Beaty Branch
<b>Hours of Work:</b>	Up to an average of 24 hours per week including evenings and weekends

### **Position Summary**

The Customer Service Assistant provides front-line customer service to our patrons, including but not limited to; basic reference, readers' advisory services, programming, and circulation services.

### **Typical Duties and Responsibilities**

- Performs front line customer service including registering new patrons and providing an introduction to the Library, its policies; answering questions in-person, over the telephone and on-line, and conducting ILLO searches
- Performs circulation functions, including but not limited to, collecting fines and/or fees, monitoring gate, answering telephone, sorting and organizing returned material
- Delivers basic reference and reader's advisory to the public of all ages
- Delivers programmes as assigned
- Receives, sorts and shelves library material as required
- Develops library displays
- Conducts library tours including workshops, book talks, etc., as required
- Checks library materials for bindery and repairs
- Performs other duties as assigned

### **Qualifications**

- Library Techniques diploma or equivalent experience
- Experience in an automated environment and with computer skills
- Strong customer service background
- Excellent oral and written communications skills
- Ability to work independently and in team environment



### **Work Environment**

- Unionised position as part of CUPE Local 4366
- Ability to bend and reach upper and lower shelves and lift items up to 10kg
- Works in a fast-paced environment
- Works at any MPL location
- Works as per the assigned schedule, including evenings and weekends as per the provisions within the Collective Agreement

### **Application Process**

Interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of this position by **Friday, October 6, 2023 by 5:00pm** quoting posting **23-23** to:

**Human Resources**

**Email: [careers@beinspired.ca](mailto:careers@beinspired.ca)**

**ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.**

The Milton Public Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes. Questions about this collection of personal information should be directed to: Chief Librarian, Milton Public Library, 1010 Main Street East, Milton, ON, L9T 6H7

The Milton Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Human Resources at [careers@beinspired.ca](mailto:careers@beinspired.ca)