



Part Time Customer Services Specialist

The Bradford West Gwillimbury Public Library is a community-focused, single branch Library serving a diverse population of 42,800. The community includes urban and rural areas with most of the population centered in Bradford, which is on the edge of the GTA and adjacent to the Holland Marsh. Easily accessible from Highways 400, 27 and 11, Bradford is a growing community, reflected in the increasing demand for library services.

The Library has an opening for a part-time Customer Service Specialist. Reporting to the Manager of Public Services, this position is responsible for customer service at the Library, ensuring that the Library is a welcoming and safe environment for everyone. Specific responsibilities include but are not limited to:

- Charging and discharging library materials
- Accepting payments for fines
- Registering library users
- Responding to customer inquiries and concerns
- Handling phone inquiries
- Assisting with photocopying, scanning, printing and general computer help
- Support mission, vision and values of Bradford West Gwillimbury Public Library;
- Comply with the Occupational Health and Safety Act and Regulations, and the Corporate Health & Safety Policy and related procedures.

This position is expected to start as soon as possible. Shifts and hours will vary, working up to 40 hours per two-week schedule, and includes evenings and weekends. The rate of pay is \$24.03 per hour.

Qualifications:

- High school diploma
- Experience with computer related software
- Excellent customer service skills
- Previous library experience is considered an asset
- First aid and CPR are considered an asset
- Excellent interpersonal and communication skills to foster cooperative working relationships and maintaining diplomacy and integrity

Interested candidates are invited to forward their resume and cover letter by midnight on Monday December 9th to:

Christine Kalan Tidman, Manager of Public Services
Bradford West Gwillimbury Public Library
425 Holland St. W
careers@bradford.library.on.ca



We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of personal information is collected under the authority of the Municipal Act, and only be used for candidate selection.

The Bradford West Gwillimbury Public Library is committed to equity in employment. As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. All candidates must be able to promote a culture of inclusiveness and work with a diverse population of employees and the public. We encourage applications from Indigenous peoples, racialized people, persons with disabilities, and those who identify as 2SLGBTQ+.

The Bradford West Gwillimbury Public Library is committed to providing accommodations based on any human rights protected ground throughout the recruitment and selection process. If you require accommodation, please notify us when contacted for an interview and we will work with you to meet your needs.

