



Part Time Customer Services Specialist

The Bradford West Gwillimbury Public Library is a community-focused, single branch Library serving a diverse population of approximately 40,000. The community includes both urban and rural areas with the majority of the population centered in the town of Bradford, which is located on the fringe 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 March 6, 2023. Shifts and hours will vary, working up to 20 hours per week, and may include evenings and weekends. The rate of pay is \$21.93 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
- Full vaccination status with a Health Canada approved vaccine series

Interested candidates are invited to forward their resume and cover letter by midnight on Friday February 3rd to:

Andrea Ciurria, 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 Privacy Act,





personal information is collected under the authority of the Municipal Act, and only be used for candidate selection.

The Bradford West Gwillimbury Public Library requires all staff to be fully vaccinated and candidates will be required to submit proof of vaccination status to human Resources prior to their start date.

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 general 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.

