



## MARKHAM PUBLIC LIBRARY

### **Part-Time Sunday Borrower Services Clerk (Contract for 12 Months)**

Job Posting # 2022-43

Job Type: Non-Union Part-Time (Temporary)

Hours: 4 hours consecutive or alternate Sundays

Number of openings: 15

Salary: \$23.10 per hour

Grade: 3

Posting Date: October 27, 2022

Closing Date: November 25, 2022

Applications are now being received for **Part-Time Sunday Borrower Services Clerk** positions in the Service Excellence Department with the Markham Public Library, effective **January 2023**. Work locations are to be determined and subject to change.

#### **VISION FOR THE POSITION**

The Part Time Borrower Services Clerk (PTBSC) has dual critical responsibilities: they provide excellent customer service and effective material processing. The PTBSC maintains standards for efficiency when processing library materials and completing all other behind-the-scenes customer service functions related to material processing. As a member of the Borrower Services team, they complete their work quickly and accurately.

The PTBSC also has excellent customer service skills and assists customers effectively with their account and borrowing needs. The Clerk maintains the high quality of MPL's Customer Service Standards. They are responsible for resolving customer issues at the first point of contact and ensuring customers have an excellent service experience.

#### **DUTIES AND RESPONSIBILITIES**

##### ***Customer Service***

1. Welcomes Library customers and ensures they have an excellent customer experience.
2. Provides excellent customer service by responding to customer needs effectively and positively.
3. Uses effective judgement and creative problem solving skills to meet customer needs and expectations for service.
4. Is empowered to make effective service decision to resolve common customer account issues at the point of contact.
5. Responds to inquiries, answers directional questions and directs incoming telephone calls.
6. Performs all customer cards and accounts desk functions relating to the circulation of materials including customer registration, holds, and fine assessment and collection.
7. Manually circulates materials for customers.
8. Instructs and encourages customers in the use of customer self-service technology. Troubleshoots difficulties with units.

##### ***Material Handling***

9. Maintains the hold shelves.

10. Performs behind-the-scenes circulation duties, including check-in of materials, sorting of materials, preparing materials for courier pickup, unpacking and sorting materials from courier delivery, processing of holds, receiving new materials, repair work and dealing with donations.

#### ***General Duties***

11. Receives donations.
12. Maintains statistics.
13. Counts, records and reconciles daily cash receipts.
14. Performs other related duties as required.

#### **QUALIFICATIONS**

1. Ontario Secondary School Diploma or equivalent.
2. Experience working in a customer service or related environment.
3. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

#### **DEMONSTRATED SKILLS:**

1. Excellent customer service skills including the ability to create exceptional customer experience, maintain a high standard for the customer experience and resolve issues effectively.
2. Demonstrated excellent interpersonal skills including experience working in a team.
3. Ability to coach customers effectively in the use of customer self-service technologies, including SelfCheck.
4. Ability to handle cash accurately.

#### **CORE COMPETENCIES:**

- Builds Relationships with Customers
- Exceeds Customers' Expectations
- Assumes Personal Responsibility
- Ensures Attention to Detail
- Ensures Excellence
- Communicates Proactively
- Manages Difficult Conversations
- Builds Teams

#### **Workplace Health and Safety**

The position shall:

- Familiarize themselves with the health and safety program, applicable health and safety legislation and ensure effective application and compliance within their jurisdiction.
- Ensure employees receive adequate training to protect their health and safety.
- Be knowledgeable of hazards or potential hazards in workplaces under their control.
- Ensure hazards, which put employees in imminent danger, are addressed promptly.

- Ensure all accidents and incidents are investigated promptly and all reports are completed.
- And take corrective action.

**Note: The contract period is from the beginning of January 2023 for 12 Months.**

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

**E-mail: [jobposting@markham.library.on.ca](mailto:jobposting@markham.library.on.ca)**

Please quote the **job posting #2022-43** in the Subject line.

Markham Public Library has established a mandatory vaccination requirement for staff related to the COVID-19 pandemic. As a result, should you be a successful candidate for a position with the Markham Public Library, you will be required to provide proof of full vaccination upon a conditional offer of employment. Should you require accommodation in accordance with the Human Rights policy with respect to your vaccine status, you will be required to disclose that at the time of the conditional offer so that an accommodation can be developed prior to your start date.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

**We thank all applicants for their interest, however, only those selected for an interview will be contacted.**