



## MARKHAM PUBLIC LIBRARY

### PAGE

Job Posting # 2022-45

Job Type: Permanent Union Part-Time (Page)

Hours: Up to 16 hours per week

Number of openings: 2

Salary: \$15.50 per hour / \$14.60 (Students)

Posting Date: November 23, 2022

Closing Date: December 8, 2022

Applications are now being received for **Page** positions in the Service Excellence Department with Markham Public Library. The vacancies are located at the **Thornhill Community Centre** branch. (Note: work location is subject to change.)

### VISION FOR THE POSITION

MPL pages are often the first point of contact for customers, and as such, play a crucial role in the customer experience. Pages are responsible for welcoming customers, maintaining the order of the branch collections, and ensuring that returning materials are made available to customers as quickly as possible. Pages assist with maintaining the branch spaces according to MPL's customer service standards, and assist customers with basic orientation to the branch.

### RESPONSIBILITIES

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

1. Welcomes customers to the branch by providing warm and friendly greetings.
2. Assists customers with basic orientation to the branch, including directions within the library or to various collections.
3. Ensures customers receive assistance they need by connecting them to the Information or Borrower Services staff best able to respond to the customers' needs.

#### ***Material Flow***

4. Re-shelves returning library materials promptly and accurately.
5. Maintains the order of the collections by shelf-reading and reshelving misplaced items.
6. Locates materials requested at other locations by retrieving items from the daily holds list.
7. At branches with sorters, maintains the operations of the equipment by emptying return bins promptly, and feeding returns into the machine.

#### ***Customer Experience***

8. Under the direction of the responsible branch staff, maintains displays and powerwalls by replenishing materials and ensuring the display is neat and organized.
9. Prepares program/meeting rooms for use by renters, staff or programs by ensuring tables, chairs and other equipment are laid out according to instruction.
10. Assists with the maintenance of the children's department's toy collections by tidying and organizing the toys as directed.

### **General Duties**

11. Shares feedback and suggestions for service improvement based on interaction with and observation of customers.
12. Performs other duties, as required.

### **QUALIFICATIONS**

1. High school education completed or in progress. Previous library or customer service experience is an asset.
2. Ability to meet the physical demands of the job including lifting up to 50 lbs.
3. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

### **CORE COMPETENCIES**

Creates the Customer Experience  
Assumes Personal Responsibility  
Ensures Attention to Detail  
Ensures Excellence  
Communicates Proactively

### **DEMONSTRATED SKILLS**

1. Strong verbal & oral communication skills.
2. Ability to work with a high level of accuracy and speed.
3. Excellent customer service skills including a positive and proactive approach to creating a remarkable service experience.

### **Workplace Health and Safety**

They Shall:

- Familiarize themselves with the Occupational Health and Safety Act, the Board's Health and Safety Policy and program, and observe and comply with health and safety regulations and procedures.
- Report health and safety hazards, incidents of infractions of the regulations to their immediate supervisor.
- Use, wear and care for protective devices, clothing and safety equipment provided by the Board for their protection.
- Bring suggestions for the correction of occupational health or safety hazards to the attention of their immediate supervisor.

Please note that Markham Public Library is open 7 days per week, and regular evening and weekend work is required.

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 **#2022-45** 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.