



Bibliothèque publique de
Clarence-Rockland
Public Library

Job Posting

The Clarence-Rockland Public Library is seeking a:

Service Representative - BP-5

Part-time unionized position (weekdays, evenings and weekends).
BP-5 salary scale \$17.80 to \$19.49.

This position reports to the Manager of Client Services.

- Performs all duties associated with the Client Services desk: greeting clients, checking in and out of material, enrolling new membership, and efficiently resolving matters related to fines due to late and/or damaged material as well as other client issues;
- Instructs clients in the use of the Library, including the use of the online public access catalogue (OPAC) and the internet;
- Answers directional and simple reference questions (i.e., "Do you have the latest...") and refers more complex questions to the Manager of Client Services or the CEO;
- Receives readers' suggestions as well as forwards their own on matters of new acquisitions and services;
- Regularly performs a shelf reading and may assist pages in the same task;
- Prepares and repairs material for the collection as well as manages the supplies required;
- Maintains a neat appearance of the public area and of their work area.

Other Duties

- Opens and closes the branch;
- Will be required to work on Saturdays;
- Performs other duties as assigned by the Manager of Client Services or the CEO;
- Must be available to work at both branches;
- May be asked to do extra hours;
- May be requested to attend staff meetings, OLS workshops and other training opportunities.

Qualifications/Requirements

- High School Diploma or currently working towards one;
- Flawless communication skills in both official languages;
- Excellent public service and customer relation skills;
- Superior interpersonal and conflict resolution skills;
- Excellent organizational skills;
- As part of team, ability and willingness to respond flexibly to assignments and changing tasks;
- Proficiency with computers knowledge of Microsoft Office and social online resources;
- A valid Ontario Class "G" driver's license and use of an automobile is a requirement;
- Current Police Vulnerable Sector Record check is required.

Please submit your letter of application and résumé by October 12, 2022 to:

CEO,
Clarence-Rockland Public Library
2-1525 Du Parc Avenue
Rockland, ON K4K 1C3
ceo@bpcrpl.ca

We thank all applicants for their interest. However, only those being considered for an interview will be contacted.

The Clarence-Rockland Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Accommodations will be provided throughout the recruitment, hiring and employment process in accordance with the AODA and the Ontario Human Rights Code.