

**CUSTOMER & COMMUNITY SERVICE SPECIALIST
FULL-TIME, PERMANENT
East Gwillimbury Public Library**

Environment

East Gwillimbury Public Library (www.egpl.ca) serves a growing population in an urban/rural setting and is located in the Region of York, approximately 10 minutes north of the Town of Newmarket. Library locations are located in the communities of Holland Landing and Mount Albert.

Position Summary

East Gwillimbury Public Library is seeking an enthusiastic, innovative and creative individual for the position of Customer & Community Service Specialist who will develop and deliver digital/STEM programs, and support the library's marketing activities. You will design, deliver, and promote innovative programs, outreach, and services to meet community needs and advance the Library's mission, and you look to the community to develop partnerships. You will execute marketing campaigns and design library promotional materials. You will be responsible for staff supervision and branch operations in the absence of the branch manager. Working at both locations, you will provide a welcoming and engaging library service by providing instruction, in-depth information and Readers' Advisory services to the public of all ages and assist them with public access computers and electronic databases.

Qualifications

- Library Techniques Diploma or combination of post-secondary education and equivalent experience as determined by the employer
- Minimum one (1) year of supervisory experience.
- Experience in providing training with various technologies.
- Demonstrated achievement in the development and delivery of innovative and industry trend setting library programming across all demographics.
- Competence with social media and marketing library services
- Proficiency in actively managing internal and external relationships and community partnerships
- Ability to provide in-depth reference, reader's advisory and circulation services.
- Demonstrated knowledge of library services, operations, and policies.
- Excellent organizational and time management skills.
- Able to manage shifting priorities in a busy environment and work with minimal supervision.
- Strong problem solving, mature judgment, and exceptional customer service and interpersonal skills.
- Good written and oral communication skills.
- Fluency in English (verbal, writing, and reading.)
- Experience with SirsiDynix Symphony integrated library system an asset.
- Valid Province of Ontario driver's license and use of a reliable personal vehicle is required
- Successful candidate will be required to produce a police check dated within 3 months.

East Gwillimbury Public Library is a competency-based workplace. For this position, the Library seeks applicants with the following demonstrated aptitudes:

- Access Services
- Collaborative Relationships
- Collection Marketing
- Communication
- Customer Service
- Learning & Growth Mindset
- Patron Training
- Programming & Outreach
- Readers' Advisory
- Reference
- Technology Core Competencies

Working Conditions

Status: Full time; Permanent

Schedule: 35 hours weekly, including evenings and weekends

Hourly Rate \$25.94; plus a comprehensive benefit package

Deadline 4:00 p.m. Thursday, December 21, 2017

How and Where to Apply

Please provide a covering letter and resume marked CONFIDENTIAL and addressed to:

Angela Ramsey
Manager, Programs & Community Engagement
East Gwillimbury Public Library
P.O. Box 1609, 19513 Yonge Street
Holland Landing, ON
L9N 1P2
Fax: (905) 836-6499 or (905) 473-5103
Email: aramsey@egpl.ca

Additional Comments:

East Gwillimbury Public Library is committed to creating a respectful and inclusive environment that accommodates all individuals, including those with disabilities. We support the principles of the Accessibility for Ontarians with Disabilities Act (AODA) and have established policies, procedures, and practices which adhere to the accessibility standards of the AODA. Should you require any accommodation throughout the recruitment process please notify the contact person identified in this posting.

We thank all applicants for their interest, however only those being considered for an interview will be contacted. Personal information is collected in accordance with the *Municipal Freedom of Information and Protection of Personal Privacy Act* and will only be used for candidate selection.