



Customer Service and Programming Associate (CSP)

Niagara Falls Public Library

Permanent, Part-Time

The Niagara Falls Public Library is seeking a Part-Time Customer Service and Programming Associate (CSP) to assist in providing an outstanding library experience for customers and also assist with the Library's programming needs.

The successful candidate will have a demonstrated commitment to outstanding customer service, strong attention to detail, and enthusiasm for discussing the Library's services, collections and programs with the public. A demonstrated familiarity with information and collection services in various formats and current library technology is also essential. The successful candidate will have a strong aptitude and willingness to learn new technologies.

Key Responsibilities:

- Provides circulation and inquiry services as needed, including assisting with in-branch customer use of the virtual branch.
- Processes requests for items not in the collection.
- Provides service feedback and suggestions to the Team Leader.
- Assists in program planning.
- Prepares and delivers designated programs.
- Attends indoor and outdoor outreach events / programs in the community in a variety of weather conditions.
- Recommends customer programming needs and community development partnerships that arise from working with the public.
- Provides administrative support for assigned areas.
- Identifies and resolves service problems, and reports those requiring further resolution.
- Participates in and contributes towards library committees, meetings, and events.
- Assists with specific branch projects.
- Reports problems with physical plant and equipment.
- Directs pages' programming tasks and workflow.
- Stays abreast of library communications.
- Prepares statistics and reports as required.
- Shares accountability for ensuring a safe and respectful workplace.
- Other duties consistent with job responsibilities.

Skills, Knowledge, Training:

- College Diploma in relevant discipline. Library and Information Technician preferred.
- 1 years' relevant experience.
- Valid G-class License.
- Demonstrated familiarity with information in various formats.
- Demonstrated familiarity with basic library technology.
- Demonstrated understanding of community issues.
- Key Competencies:
 - Strong communication
 - Commitment to outstanding customer service
 - Planning and organization
 - Problem-solving/decision-making
 - Strong interpersonal skills
 - Programming & Outreach
 - Technology – Level 2
 - Reader's Advisory & Reference
 - Continuous Learning

Workplace Environment:

The NFPL strives to be a workplace which fosters respect for all customers and co-workers, and requires employee commitment to the following;

- Adherence to the legal requirements of all levels of government, e.g. Health and Safety, Human Rights, Harassment, Freedom of Information and Privacy.
- Adherence to the policies and procedures of the Library which implement these requirements.
- Building and nurturing positive relationships among and with customers and colleagues.
- Culture of teamwork, collaboration and respectful feedback.

Position Type:

Permanent, Part-time

Wage:

\$25.15 - \$29.44 per hour

Work Hours:

17 hours per week (includes days, evenings, weekends, and occasional holidays).

How to Apply:

Email your cover letter and resume detailing your qualifications to hr@nflibrary.ca. Applications without a covering letter will not be considered.

Applications will be accepted until **4:30 PM, May 10th, 2024**

Applicants must be eligible to work in Canada.

While we appreciate all applicants, only those selected for an interview will be contacted.

Those interviewed will be required to complete a skills assessment of current library technology as part of the selection process.

The Niagara Falls Public Library is committed to providing accommodations in all aspects of the recruitment and hiring process under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).