

BRAMPTON LIBRARY



Working collaboratively with a team of 200+ staff overall, your unique skills and experience complement our future-forward approach to public library service. The work Brampton Library does is at the heart of Canada's ninth largest and second fastest growing city.

With a median age of just 34.7, Brampton is a young, modern city with a well-developed economic base. Exciting and multicultural, people from around the world have come here to live, work and play. Representing more than 170 different cultures and speaking more than 70 languages, Brampton residents deeply value and respond to our free library services and programs. Together we are inspiring connections, in our branches and beyond.

Position:	Customer Service Agent
Location:	Brampton, Ontario
Job Type:	Regular, Part-Time
Job Term:	Temporary/Permanent
Job ID:	#05-2023
Salary Range:	\$28.47 – \$30.62 per hour
Posting Status:	Open
Posting Date:	January 26, 2023
Closing Date:	February 6, 2023

OVERVIEW

This role is responsible for performing routine tasks in the service of customers according to established procedures.

KEY QUALIFICATIONS

- A minimum of Grade 12 education or equivalent
- Ability to perform all the job factors and job duties in a satisfactory manner
- Excellent customer service, interpersonal, computer, verbal and written communication skills
- Minimum 1 years' Customer Service or related experience
- Satisfactory Criminal Record and Judicial Matters Check (Level 2)
- Flexibility

SCHEDULE AND AVAILABILITY:

- Available for all shifts including mornings, afternoons, evenings and weekends
- Available for all eight (8) branch locations

MAJOR RESPONSIBILITIES

- Carry out circulation routines using established procedures.
- Orient customers to the Library and assist customers in using equipment provided by the Library (e.g. self-check machines, computer booking, internet stations, etc.)
- Assist customers with directional queries and simple search applications.
- Carry out all functions related to holds.
- Maintain Library displays and information kiosks.
- Perform other duties as assigned.

THE NEXT STEPS:

If this opportunity matches your interest and experience, please email your résumé, cover letter and application to our Human Resources Team, quoting reference #05-2023, to careers@bramlib.on.ca. Applications for this role will be accepted up to 4:30pm EST on February 6, 2023.

The Brampton Library is an Equal Opportunity Employer. We are committed to employment equity and diversity, including an inclusive barrier-free recruitment and selection processes and work environments. Brampton Library invites applications from all qualified individuals. The Library welcomes applications from racialized persons, Indigenous peoples, persons with disabilities, and persons of any sexual orientation or gender identity. Feel free to self-identify on your cover letter. Preference will be given to candidates from equity-deserving groups above.

As part of the application process, the Brampton Library Human Resources Division collects personal information under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44 and in compliance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56. All personal information collected by the Brampton Library as part of the application process is confidential information and will be treated as such. Safeguards are in place to protect the information. The information is used to verify eligibility to work for Brampton Library, assess application trends, and inform the development of enhanced future recruitment processes and programs. Brampton Library shall not collect more personal information than is required in order to satisfy these purposes or for a consistent purpose. Personal information will be disposed of in compliance with established Records and Information Management policies and procedures and in a secure manner that prevents loss, misuse, theft, or unauthorized access. Questions about this collection can be directed to Franka Mohammed- Human Resources Advisor, Human Resources Division at 65 Queen Street East, Brampton, Ontario, or by telephone at 905-793-4636.

Accommodations are available on request for candidates taking part in all aspects of the selection process. Please email careers@bramlib.on.ca for any questions and concerns regarding application and accommodations. Any information received relating to accommodation measures will be addressed confidentially.