



Join the Cobourg Public Library team! We're excited to offer two (2) permanent part-time opportunities for enthusiastic and customer-focused individuals to work as Public Services Associates.

Schedules will vary based on seniority, offering a range of shifts. Work is based at the Cobourg Branch and includes a mix of morning, afternoon, evening, and weekend hours from Monday through Sunday.

Interested applicants are invited to submit a resume and cover letter to the Administration Department no later than 5:00 p.m. on Friday, July 17th : admin@cobourg.library.on.ca

The position details are outlined below:

Job title: **Public Service Associate**

Reports to: Manager of Public Services

Salary: \$30.59 to \$34.20 – Info/ Branch / Tech Staff / Public / Youth Pay Band

Job Summary:

Working in all areas of the Library, this position is responsible for:

- Effective delivery of public services, including circulation, reference, information services, and readers' advisory for all patrons.
- Preparation and delivery of Library programs as directed.

Responsibilities:

These responsibilities indicate the general nature and level of work expected. It is not designed to cover or contain a comprehensive list of all activities, duties or responsibilities required of the position. The successful candidate may be required to perform other duties as needed to support library services and a changing work environment.

- Assists patrons with their borrowing and information needs, through scheduled work on service desks.
- Under the direction of the Manager of Public Services prepares for and delivers programming for all ages.
- Provides assistance to Library patrons and community members in a manner that is warm, welcoming and respectful.
- Develops and maintains the specific areas of the collections, in conjunction with Manager of Public Services.
- Responsible for maintenance of Special Collections under the direction of Manager of Support Services.
- Selects and sets up materials for display throughout the Library system.

- Monitors the community's needs for services and makes recommendations to adjust library services to meet those needs.
- Performs opening and closing procedures.
- Handles public relations matters (e.g. parking, washrooms, noise levels).
- Prepares statistics and reports as required.
- Accurately handles cash and processes payments (cash, debit and credit) using point of sale and cash register.
- In-charge person in the absence of supervisory and/or managerial staff.
- Represents the Library at community events as required.

Work Environment:

- Rapidly changing public environment serving all ages and abilities
- Requires day, evening and weekend shifts
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving patrons (may be exposed to conflict and emotionally-charged situations)

Skills, Knowledge, Training:

- Library Technician Diploma, or equivalent education and/or experience.
- Three years of relevant experience in a public library or similar environment.
- Demonstrated excellence in teamwork and collaboration with multi-faceted teams with the ability and desire to share knowledge with others and work independently to support team goals
- Demonstrated practice of continuous learning
- Excellent interpersonal, communications and conflict resolution skills with a strong customer service orientation and experience
- Ability to work independently and collaboratively in a rapidly changing work environment
- Anticipates and adapts to change with a sense of optimism and opportunity
- Ability to function calmly and effectively during stressful situations, demonstrating sound judgment, a strong work ethic, problem solving ability and initiative

A satisfactory vulnerable sector police check is required as a condition of employment.

ACCOMMODATION:

We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require 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 further consideration will be contacted.