



Customer Experience Associate (Part-Time)

Reporting to the Manager of Customer Experience, the Customer Experience Associate (part-time) provides circulation, information, reference, and reader's advisory services to customers using a variety of resources including print materials, electronic information, and integrated library software.

Position Requirements:

- Successful completion of a two (2) year College Diploma program.
- (1) year of applicable experience working directly with the public in a library, community-based, or customer service-oriented environment.
- Proficient in relevant software applications (Office 365).
- Excellent communication skills with a demonstrated ability to interact effectively with other staff and members of the public.
- Ability to problem-solve in an effective manner; ability to exercise sound judgement when dealing with patrons
- Ability to follow established routines with accuracy and attention to detail.
- Requirement for shift work, including evenings and weekends.
- Working knowledge of the French language is an asset.

The rate of pay for this Part-Time, CUPE position is \$24.57 - 29.50 per hour (2025 rates)

This position fills one (1) existing vacancy.

Qualified applicants are encouraged to submit a current resume clearly marked "**Part-Time Customer Experience Associate**" via email to hr@wellandlibrary.ca

Posting closes at 4:00pm Friday, January 3, 2025

The Welland Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. The Welland Public Library is committed to accommodating persons with disabilities. Should you require any accommodations, we will work to meet your needs.

The Welland Public Library does not use artificial intelligence (AI) at any stage of the recruitment process.

All applications will be held in strict confidence. We thank all applicants, however, only those selected for an interview will be contacted. No phone calls please.

Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only.

**Welland Public Library
Customer Experience Associate (Part-Time)
Job Description**

TITLE : Customer Experience Associate (Part-Time)

UNIT: Customer Experience

REPORTS TO: Manager of Customer Experience

June 2020

POSITION OBJECTIVE

Reporting to the Manager of Customer Experience, the Customer Experience Associate (part-time) provides circulation, information, reference, and reader's advisory services to customers using a variety of resources including print materials, electronic information, and integrated library software.

DUTIES & RESPONSIBILITIES

- 1) Provides circulation, information, reference, reader's advisory and technology assistance services to customers in person, on the telephone, and electronically. Identifies and utilizes appropriate resources to satisfy customer requests including reputable print materials, online/electronic information, and the integrated library system.
- 2) Registers new borrowers, retrieves/notifies patrons about holds, and renews library materials for users. Maintains confidentiality of patron information, records, and requests.
- 3) Handles minor cash, debit, and credit card transactions. Reconciles daily cash against receipts.
- 4) Assists in collection maintenance processes including accepting patron requests, cleaning library materials, rotating collections between branches, and deselecting materials.
- 5) Attends required meetings and training sessions.
- 6) May occasionally assist with library programs, class visits, and outreach activities as assigned.
- 7) Performs other related duties as required.

SUPERVISION

None.

MINIMUM QUALIFICATIONS

- 1) Successful completion of a two (2) year College Diploma program.
- 2) (1) year of applicable experience working directly with the public in a library, community-based, or customer service-oriented environment.
- 3) Proficient in relevant software applications (Office 365).
- 4) Excellent communication skills with a demonstrated ability to interact effectively with other staff and members of the public.
- 5) Ability to problem-solve in an effective manner; ability to exercise sound judgement when dealing with patrons.
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