

Wood Buffalo Regional Library



CIRCULATION SERVICES ASSISTANT
Circulation Services Department
Reports to: Circulation Services Manager

Position Type/ Hours: The Wood Buffalo Regional Library is seeking a Circulation Services Assistant to join the Circulation Services Team. This is a permanent part time position working ten (10) to twenty (20) hours per week, including days, evenings and weekends.

Primary Role Focus: Respond to a wide variety of patron needs; ranging from essential customer service to billing and mediating charges.

Duties and Responsibilities Overview:

- Assist library patrons by facilitating access to library materials and providing directional information
- Maintain user records by updating account information, processing payments and waivers as needed
- Resolve material of service related issues with patrons; selecting and explaining the best solution for the issues
- Troubleshoot and help resolve patron issues regarding their accounts or material borrowed
- Performs circulation desk duties; including but not limited to identifying patron information needs, checking in/out material, and registering new members

Qualifications: Required Experience, Education and Knowledge:

- High School diploma
- Customer Service experience
- Library experience an asset
- Knowledge of FOIP and the ability to interpret FOIP

Required Skills and Abilities

- Proficient with Microsoft Office Suite and Databases
- Proficient use of the internet and web-based software
- Able to work in a team environment
- Able to comprehend and use the Dewey Decimal System

Physical Requirements:

- Performs a wide range of physical motions, which may include routine and repetitive bending, reaching, pushing, moving and carrying library materials. Must have sufficient strength to repeatedly move or lift material weighing between 1 and 10 pounds and push material, such book carts and bins, weighing excess of 50 pounds

Additional Requirements:

- The successful candidate will be required to provide:
 - Vulnerable Sector Check conducted by the RCMP
 - Clean drivers abstract
- Standard First Aid safety certification considered an asset

Schedule:

- Must be available to work days, evenings and weekends as per Library operational needs
 - Monday to Friday: Between 8:30am to 9:15pm; Saturday and Sundays: Between 8:30am to 5:15pm

Wage: \$ 27.83 per hour starting rate

In addition to the rate of pay, we offer 6% vacation pay bi-weekly.

Closing Date: June 20, 2018

Posting Type: Internal & External

If you would like to apply for this position please forward your résumé, and cover letter to the below contact. Please use "Circulation Services Assistant" in the subject line.

Send application to workwithus@wbrl.ca

We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted.