



Competition #10/21

Customer Service Associate, Sherwood Village

<u>POSITION NAME:</u>	Customer Service Associate
<u>POSITION NUMBER:</u>	21234
<u>PRIMARY LOCATION:</u>	Sherwood Village
<u>PAY BAND:</u>	4 (Part-time – 942 budgeted hours per year – .50 FTE) Temporary appointment six months

Please note that budgeted hours are not guaranteed to be scheduled. Actual hours may vary as determined by operational need.

JOB SUMMARY:

Our Customer Service Associates are the essence of our customer-centred culture. They greet everyone with a warm smile and welcome them to the library. They enrich people's lives through meaningful conversations about our programs, resources, and services. Our Customer Service Associates are outgoing and love letting people know what's new and happening at the Library. They are knowledgeable about our products and make recommendations that connect with our customers.

Under the direction of their assigned supervisor, our Customer Service Associates reach out and connect with our customers to support the joy of reading, lifelong learning, and growth. They are welcoming and knowledgeable guides to technology throughout the library. They are tech-savvy, curious, and eager to share knowledge with others. They seek to understand, anticipate, and serve the needs of our customers. Our Customer Service Associates deliver enriching library experiences for all customers by hosting library programs, providing programming support, and promoting the library and its value at activities and events in the library and out in the community. They are a team player who is passionate about great customer service.

JOB DESCRIPTION:

1. Delivers proactive customer-focused library services while ensuring the highest standards of customer service are met to create a safe and welcoming environment. Maintains customer relationships by responding to inquiries and documenting action. Proactively prepares for customer inquiries by studying products, services, and customer service processes. Seeks to understand customers and their needs to provide appropriate solutions. Recommends improved processes to provide quality customer service. Anticipates customer needs to provide outstanding customer service.
2. Listens to customer concerns and responds calmly and politely. Effectively defuses conflict. Ensures that information requests or customer issues are raised and shared with the appropriate individuals or teams. Applies RPL policies so that the confidentiality and safety of our customers is maintained.
3. Shows our customers how to use technology throughout the library including self-check outs, 3D printers, copiers, personal devices, and more. Helps our customers in using print and electronic information resources. Shares knowledge about how to use various web-based services and other applications.
4. Hosts library programs, library tours, and community events under the direction of a supervisor according to established standardized event/program guidelines.
5. Performs readers advisory, merchandizing, "Ask a Librarian", and other customer services based on a demonstrated understanding of library collections (products), programs, and services associated with customer requests, reading enjoyment, and other information seeking activities.
6. Provides administrative support and assistance to the branch. This includes: entering data in the long-term schedule and submitting it for supervisor approval; maintaining daily schedules as directed by the

supervisor; identifying collection gaps based on customer comments; monitoring helpdesk and maintenance tickets; handling daily cash and daily/weekly cash reconciliations; and other administrative duties as assigned.

7. Assumes shift supervisory responsibility as assigned.
8. Performs other related duties as assigned.

QUALIFICATIONS:

1. Completion of grade 12.
2. Minimum of 2 years' recent experience in an environment where customer service is a core focus, preferably in a related field.
3. Demonstrated excellence in: verbal and written communication skills; presentation skills; public speaking skills; and the ability to adjust communication style to interact effectively with customers of different ages, backgrounds, and abilities.
4. Demonstrated ability to assist customers with the use of: technology; devices; information resources (print and electronic); and various service applications and web-based platforms.
5. Experience in the use of Microsoft Office programs, web-based services and other applications.
6. Strong interpersonal skills, conflict resolution skills, and the ability to work effectively with a variety of groups.
7. Strong customer service orientation and service record.
8. Ability to host engaging and enriching programs and activities, both in the Library and out in the community.
9. Ability to build and maintain positive relationships with the public, staff and partners while working as a member of a team.
10. Experience in helping customer answer their questions and finding their next great read could be preferred.

Salary Range: \$22.35 to \$26.61 per hour

This is a temporary appointment for six months.

Quoting competition #10/21, please submit a resume and cover letter no later than 4:15 p.m. on Thursday, March 11, 2021 to:

Human Resources

Email: resumes@reginalibrary.ca

Mail: Box 2311, Regina, SK S4P 3Z5

Fax: 306-949-7273