



**Job Opportunity for a
LEAD CUSTOMER EXPERIENCE AMBASSADOR**
35 hours per week
Innisfil ideaLAB & Library, Innisfil Ontario

Our Environment

Innisfil ideaLAB & Library is a dynamic, innovative, community hub providing opportunities for learning, discovery, gathering and fun for all Innisfil residents. We offer a friendly and collaborative work environment and room for growth. We want to make our Library the very best it can be and have a great time doing it, while working towards our vision of sparking ideas to ignite a creative and dynamic community.

Our Team

Our warm and friendly staff enthusiastically provide unique and meaningful interactions with our customers, helping them to discover the spark to fuel unlimited ideas and opportunities. We embrace the unexpected, follow our passions, inspire each other to do better, and thrive in a constantly changing environment.

Position Description

You're passionate about people, creating unique and personalized interactions with customers and have a knack for building relationships. You enjoy learning about people's reading interests and making individualized reading recommendations. Your enthusiasm for library programs and services is contagious, inspiring customers and others to sign-up for programs and get involved in their community. Strong technology, computer software and electronic information skills, paired with a willingness to learn new technologies, allow you to assist customers with the use of devices, information resources (print and electronic), and various service applications and web-based platforms. Your previous experience working in a public library environment, and your familiarity with automated library systems, online databases, creative media and maker culture is an asset. You must be available to work flexible hours, including evenings, Saturdays and Sundays, and your current driver's licence and reliable transportation enable you to work at all branches of the library system.

Desirable Training and Experience:

- Minimum 1 year of customer service experience in a public library, with demonstrated leadership skills;
- Library Technician Diploma;
- Strong working knowledge of: Evergreen (ILS); MS Office applications, including Word, Excel, Outlook;
- Comfortable searching databases and using online content tools including ebooks and subscription services;
- Excellent written and verbal communication skills;
- Demonstrated commitment to excellent customer service;
- Ability to work independently and lead or support a team;
- Excellent proactive/roving customer service skills;

- Must be available to work flexible hours, including evenings, Saturdays and Sundays, at all branches of the library system;
- Valid driver's licence and reliable transportation;
- Police records check with Vulnerable Sector screen.

Please email or mail resumes by 5:00 pm on Friday, January 5, 2018 to:

J. Asselstine, Deputy Chief Librarian

Innisfil ideaLAB & Library

967 Innisfil Beach Road, Innisfil, Ontario, L9S 1V3.

Email: jobs@innisfilidealab.ca

Subject line to read: Lead Customer Experience Ambassador Application

The Innisfil ideaLAB & Library encourages employment opportunities to be available to all persons on the basis of applicable skills and qualifications. Accommodations for disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the Deputy Chief Librarian.

We thank all applicants for their interest; however, only those candidates invited for an interview will be acknowledged.

Personal information contained in your resume is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used strictly for employment assessment purposes.