



## Job Description: Circulation Assistant

The **Circulation Assistant** is a versatile and friendly customer service expert able to readily adapt in a rapidly changing environment. Every day will be spent helping people find materials or learn technology, offering programs, and answering questions for people of all ages in a fast-paced, challenging workplace.

### **Ideal team member will:**

- Be committed to upholding the Canadian Federation of Library Associations' position statements on [Intellectual Freedom](#) and [Diversity and Inclusion](#)
- Have an enthusiastic ability to provide excellent customer service
- Demonstrate excellence in using communication and interpersonal skills
- Have the ability to contribute positively and work effectively within a team environment
- Be comfortable with facilitating customer programs using new technologies
- Have the ability and knowledge to assist customers with the use of technology, devices, information resources (print and electronic), and in the use of various service applications and web based platforms
- Possess effective and creative problem solving and trouble shooting skills

### **Job Requirements:**

- Library Technician Diploma, Early Childhood Education qualification, and/or experience programming for children. A Bachelor's degree will be considered an asset.
- Experience in an environment where customer service is a core focus
- Experience in the use of Microsoft Office programs, web-based services, databases, and other applications
- Experience in providing reference and reader's advisory services preferable

### **Physical Requirements:**

- Frequent standing, walking, and bending
- Lifting and carrying library materials up to 50 pounds
- Reaching to place materials on shelves up to 72 inches high
- Pushing and pulling book carts up to 125 pounds

This position reports directly to the Manager.