

Public Services Supervisor, Full-time

Cornwall Public Library is currently seeking an energetic, creative, and tech-savvy Public Services Supervisor who is passionate about interacting with the community and working collaboratively with staff in a dynamic environment in delivering excellent public service.

The successful candidate will be responsible for taking initiative in providing excellent customer service and enriching the lives of our patrons.

Who we are looking for:

- You understand and value the idea of the Library as a community hub and gathering place to learn and exchange ideas in a physical and virtual environment;
- You are organized, detail-oriented and a self-starter who can work independently and collaboratively;
- You are comfortable with using technology and have the ability to envision and create a technology hub for patrons needs;
- You engage well with others and are dedicated to providing an exemplary customer experience;
- You're a team player who thinks quickly on your feet and respect the time and work of your team;
- You're excited about the prospect of growing and learning in a changing environment and inspire fun in the people around you;

Under the supervision of the Public Services Manager, you will:

Provides all circulation and information services to patrons as well as assigns duties to Student Pages; train staff on procedures; resolve routine and non-routine problems; prepares statistical reports and performs clerical duties as required. Performs all tasks in accordance with Cornwall Public Library policies and procedures.

POSITION REQUIREMENTS

Library Tech diploma or equivalent.
Bilingual, English and French, required
Knowledge of Microsoft Office Suite.

Demonstrated filing skills (Dewey and alphabetical).
Superior customer service and interpersonal skills.
Ability to show initiative in decision making.
Critical Thinking.
Organized.

Any applicant selected for this position must be able to produce a vulnerable sector check completed with results satisfactory to the Cornwall Public Library.

Salary range: \$25.12 per hour plus benefits, pension and vacation per the Collective Agreement. Working 35 hours are per week in a varied schedule to cover operating hours.

Cornwall is a vibrant small city of 47,800 people scenically located on the St. Lawrence River about an hour's drive from Ottawa and Montreal. With affordable housing and abundant nature trails it offers a high quality of urban life. The library is centrally located in an award-winning renovated building and enjoys a high profile presence in the community,

Start date: Winter 2023

Please send your resume and cover letter by February 3, 2023 to:

Russell Abraham, Business Services Manager
Cornwall Public Library, PO Box 939,
Cornwall, ON K6H 5V1
FAX 613-932-2715
rabraham@library.cornwall.on.ca

The Cornwall Public Library Board is an Equal Opportunity Employer. Accommodation will be provided in all parts of the hiring process as required. Applicants need to make their needs known in advance.

We thank all applicants for their interest, however, only those selected for interviews will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.