



## Freedom to Discover

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| <b>JOB TITLE:</b>  | Information Clerk – Call In   |
| <b>PAY BAND:</b>   | \$24.724 per hour   |
| <b>LOCATION:</b>   | System Wide - Must have the ability to travel to all library locations  |
| <b>SCHEDULE:</b>   | Variable hours – must be able to work various shifts (day, evening, weekend) on a call in basis and must be available for at least 1 Sunday per month |
| <b>START DATE:</b> | January 2018  |

### JOB SUMMARY:

Under direction of the Branch/Department Manager, provide a broad variety of services to the Library's customers, in keeping with its policies and service philosophy: information and readers' advisory, membership and circulation services; programming and outreach activities. Support and work within the framework of the Library culture as embodied in the Vision and Mission Statements, with particular emphasis on excellent customer service and teamwork.

### Qualifications / Competencies / Knowledge / Skills:

A minimum of 10 full credits from a Library Technician Diploma or completion of two years of related university studies leading to a Bachelor Degree or a relevant Undergraduate Degree.

A minimum of one year's experience in library or related work is preferred.

A strong customer service orientation, demonstrated excellence in interpersonal and communication skills, and the ability to work positively and effectively in a team environment are essential.

A working knowledge of personal computers and basic Microsoft Office applications is essential.

Must be physically able to carry out the requirements of the position.

Ability and knowledge to assist customers in the use of information resources (print and electronic) and in the use of public web station applications is an asset.

## **Terms**

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

We invite you to visit our website to obtain further information on a career at the Hamilton Public Library. All applications are appreciated; only those selected for testing and interviews will be contacted.

The incumbent shall comply with all Health and Safety Policies and practices for this position and the workplace.

It is the responsibility of applicants to provide qualifications, licenses and related experience relevant to the qualifications outlined on their application for this competition and ensure that their application is received by the closing date or they may not be considered. On the basis of the criteria set out above, this positing is open to qualified applicants.

The statements made by you are true, complete and correct to the best of your knowledge. You understand that any falsification of statements, misrepresentations, deliberate omission of concealment of information may be considered just cause for dismissal.

Interested applicants should provide a resume and cover letter on or before January 7, 2018

Please visit [www.hpl.ca](http://www.hpl.ca) and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.