



Freedom to Discover

JOB TITLE:	Information Clerk – Call In
PAY BAND:	\$25.219 per hour
LOCATION:	System Wide - Must have the ability to travel to all library locations
SCHEDULE:	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
START DATE:	Fall 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.

We invite you to visit our website to obtain further information on a career at the Hamilton Public Library.

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 or concealment of information may be considered just cause for dismissal.

Applying

- The deadline for this application is July 31, 2018
- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through the City of Hamilton recruiting site or resumes can be emailed to hr@hpl.ca
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies as proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment, or cause your dismissal.

We thank all applicants who apply and advise that only those selected for an interview will be contacted.

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.