

Position Title: Customer Service Specialist, Customer Service Department (2 Positions)

Posting Type: Internal and External



At the heart of a vibrant urban/rural community of 100,000, Strathcona County Library (SCL) encourages literacy and lifelong learning, fosters community connections, and offers programs and services that inform, engage, and entertain. SCL provides excellent and accessible services from our Central Library in the Community Centre, our award-winning Bookmobile, and via satellite return centres located throughout the community. Opportunities abound to provide creative programs and services for young families, engaged seniors and all of the age groups in between. We offer a strongly collaborative team-based environment and the flexibility to maintain a good work/life balance. We are committed to fostering the principles of equity, diversity, and inclusion within our workforce and community. We welcome and encourage all qualified applicants.

Employment Terms

There are 2 (two) non-permanent hourly, 15 hour/week positions available in this posting. Please indicate in your application if you are interested in one or both positions.

1. Position 1: The successful candidate must be available to work every Saturday, as well as a variety of daytime, evening and Sunday hours. The anticipated start date is November 17, 2025, with an end date of May 31, 2026
2. Position 2: The successful candidate must be available to work every Friday evening, Saturday and Sunday. The anticipated start date is November 12, with an end date of April 19, 2026.

Rate of Pay: \$31.06 – \$38.82 per hour, paid on a bi-weekly basis

Reports to: Manager, Customer Service

Duties and Responsibilities

- Provides people entering the library a friendly first point of contact
- Checks out and renews materials so patrons can take library items home to use
- Registers and renews library cards so patron accounts are up to date and the library has accurate contact information for patrons
- Answers the main library telephone line and answers patron questions or forwards them to the appropriate department
- Assists patrons in locating items in the library
- Places requests for specific library items through Horizon
- Places requests using Relais software for interlibrary loans
- Answers basic reference, programming and technology questions. Refers more advanced inquiries to other departments
- Processes payments for patrons using a variety of payment methods including credit cards, debit cards, cheques, and cash
- Prepares library for opening and closing to the public in order to adhere to security and safety guidelines
- Ensures the materials in the library are available for use on a day-to-day basis by
 - Checking status of materials not available for checkout and changing status as needed
 - Shelf reading assigned areas to ensure items are in the correct order on the shelf

- Contacting patrons when items are returned incomplete
- Works with Managers and Information Desk staff, including Point Person evenings and weekends, to deal with security and safety issues as they occur in the public areas

Minimum Qualifications

- Grade 12 diploma or GED; One-year related library experience

Required Experience, Knowledge and Skills

- Clear understanding of our library values of access, connection and discovery
- Technical skills related to using ILS systems, online resources, MS Office, e-technology including devices, and office equipment
- Understanding of the Dewey Decimal System and other shelving systems used for library collections.
- Experience in a customer service environment
- Strong interpersonal skills to work with both the public and staff
- Able to work effectively in a team environment

Conditions of Employment

- Submission of Satisfactory Criminal Record Check

Applicant Details

Deadline: 9:00 AM on Monday, October 27, 2025

Interested applicants must submit a cover letter and résumé, indicating if they are interested in one or both positions, by e-mail to: recruitment@sclibrary.ca

Please include your name in your email subject line and attachment(s).

Equivalencies of education and experience may be considered. In addition to providing a dynamic working environment, we offer a competitive salary and benefits package.

This competition may be used to fill future vacancies for similar positions within the next 6 months.

Thank you for your interest in Strathcona County Library. We only contact candidates selected for interviews.

For more information visit Strathcona County Library website: <https://sclibrary.ca/>

Collection Notice: *When you apply for a job posting, your personal information is being collected to determine your qualifications and suitability for employment with Strathcona County Library. This collection is authorized by section 4(c) of the Protection of Privacy Act, as it relates directly to and is necessary for an operating program of the Library.*