



**Job Opportunity for a
CUSTOMER EXPERIENCE AMBASSADOR SIX-MONTH CONTRACT**
20 hours per week
Innisfil ideaLAB & Library, Innisfil Ontario

Our Environment

Innisfil ideaLAB & Library is a dynamic, innovative, community hub providing opportunities for learning, discovery, gathering and fun for all Innisfil residents. We offer a friendly and collaborative work environment and room for growth. We want to make our Library the very best it can be and have a great time doing it, while contributing to our vision of sparking ideas to ignite a creative and dynamic community.

Our Team

We want to hire people who can work with us to push the boundaries of interactive customer experiences. We are looking for team members who inspire the people around them, and can thrive in a technologically evolving environment. Our warm and friendly staff are passionate about providing unique and meaningful interactions with our customers, helping them to find the spark to fuel unlimited ideas and opportunities.

Position Description

You are the essence of customer experience, creating unique and personalized interactions with customers. Your natural desire to uncover our customers' unique stories and build relationships, means you can connect them to the right person at the right time, and recommend books, programs, services and experiences that meet their needs and wants. Your creative problem solving and troubleshooting skills enable you to take the initiative in handling diverse interactions, questions, or situations. Strong technology, computer software and electronic information skills, paired with a willingness to learn new technologies, allow you to assist customers with the use of devices, information resources (print and electronic), and various service applications and web-based platforms. Your previous experience working in a public library environment, and your familiarity with automated library systems, online databases, creative media and maker culture is an asset. You must be available to work flexible hours, including evenings, Saturdays and Sundays, and your current driver's licence and reliable transportation enable you to work at all branches of the library system.

Please email or mail resumes by 5:00 pm on Wednesday, November 8, 2017 to:

J. Asselstine, Deputy Chief Librarian
Innisfil ideaLAB & Library
967 Innisfil Beach Road, Innisfil, Ontario, L9S 1V3.
Email: jobs@innisfilidealab.ca
Subject line to read: Customer Experience Ambassador Application

The Innisfil ideaLAB & Library encourages employment opportunities to be available to all persons on the basis of applicable skills and qualifications. Accommodations for disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the Deputy Chief Librarian.

We thank all applicants for their interest; however, only those candidates invited for an interview will be acknowledged. Personal information contained in your resume is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used strictly for employment assessment purposes.