

Title:	Reports to:
Customer Experience Specialist	Head of Customer Services

No. of Direct Reports:	Direct Report Titles:	Creation/Revision Date:
15	Pages, Delivery	July 2020

POSITION SUMMARY:

Reporting to the Head of Customer Services, the Customer Experience Specialist is responsible for assisting the Head of Customer Services, supervising Pages and Delivery staff, billing for unreturned and damaged materials, and overseeing exam invigilation. In the absence of the Head of Customer Services, this position manages Customer Services staff and responds to patron concerns. This position will involve regularly scheduled Information Desk and Customer Services shifts, as well as weekend, evening, and opening shifts, and be responsible for some collection development.

SPECIFIC ACCOUNTABILITIES: The most important end results or outcomes (not duties) of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and the added value of the accountability.

1. Support Head of Customer Services
 - a. In the absence of the Head, will manage the day-to-day operations of Customer Services, ensuring that friendly and efficient customer service is a focus
 - b. Assists with the interviewing and training of Library Clerks
 - c. Collaborates with Head of Customer Services to resolve personnel, customer, and technology-related issues
2. Hires, trains, supervises, and evaluates Pages and Delivery staff to ensure the duties of these positions are performed efficiently
3. Coordinates GPPL's exam invigilation service to ensure patron needs are met
 - a. Communicates with students regarding exam dates and service guidelines
 - b. Communicates with schools/institutions regarding shipping and receiving of exams
 - c. Schedules appropriate staff to invigilate exams
4. Bills for unreturned and damaged materials
 - a. Communicates with patrons and TRAC libraries to seek payment for unreturned and damaged materials

SPECIFIC ACCOUNTABILITIES: The most important end results or outcomes (not duties) of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and the added value of the accountability.

5. Provides customer service, including:
 - a. Regular shifts at Customer Services and the Information Desk
 - b. Weekend supervision
 - c. Opening and closing shifts

6. Performs other GPPL responsibilities, including:
 - a. Development of an assigned collection
 - b. Social media posts, website updates, and newspaper articles
 - c. Other duties as assigned

KNOWLEDGE/EXPERIENCE:

- Library Information Technology diploma or a bachelor's degree from a recognized post-secondary institution. A combination of education and experience will be considered
- Library experience is an asset
- Experience in customer service, staff and project management, and service delivery
- Excellent interpersonal and communication skills, including but not limited to: being approachable, collaborative, and empathetic
- The ability to be innovative and forward thinking