



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

**What We Do**

The Customer Experience Team works together to bring a smile to peoples' faces, and make sure they're informed about everything their Library has to offer. We help them find information and resources, sign-up for programs and events, and make sure they know about the services that will benefit them. We're the first point of connection, and we have many opportunities to make an impact.

On a daily basis, we're working with people to help them figure out tech problems, recommending their next favourite author, and putting them in touch with the social services they need.

We do the circulation work that is vital in any public library: checking materials in and out, processing fines, answering reference questions, catalogue searches and instruction, placing holds and inter-library loan requests.

The Customer Experience Team works hand in hand with the other departments, including Collections and Programming, to deliver the best service we can. We stay on top of the new programs and services, and make sure we communicate with all departments to relay appropriate information to our customers.

**Why You Want to Work With Us**

You'll be challenged and valued. We're always open to ideas, and constantly looking for new ways to meet our goals and stretch the boundaries of public library service. We encourage all staff members to take advantage of opportunities to grow, and will support you however we can. When you're excited about your work, we're excited for you.

**Are You a Good Fit? What We're Looking For**

A passion for people and libraries is a must, and library-related experience and/or education are an asset. Suitable candidates will have a post-secondary degree, experience in customer service, be tech-savvy on various platforms, and above all, excited to learn.

## **Get in Touch**

If you would be a good fit for our Library, we'd love to hear from you.

Please email resumes to:

Mandy Pethick - Manager, Customer Experience  
Innisfil ideaLAB & Library

Email: [jobs@innisfilidealab.ca](mailto: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.*