



Task Title: Participate in a Job Interview

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The learner will read a job description and participate in a mock job interview with their instructor.

Main Competency/Task Group/Level Indicator

- Find and Use Information/Read continuous text/A1.2
- Communicate Ideas and Information/Interact with others/B1.3

Materials Required:

- Pen/pencil and paper (optional for taking notes)
- Interview partner (facilitator/instructor)

Notes for Instructors/Practitioners

The learner will read the job description for a customer service position at the library. Once they have read through the requirements for the job, “interview” your learner by asking the following questions:

- Can you please tell me what interests you about this particular job?
- Can you describe any past experiences you have had working in customer service roles?
- Can you describe any experiences you have had with difficult customers and how you would handle this in a role at the library?
- What computer skills do you have that would be useful in this role?
- Is there anything else about your past experiences that would be useful in this job at the library?

You may wish to change the questions based on your knowledge of the learner’s past experience, workplace strengths, and/or goals.

Learner Information

Preparing for a job interview takes time. It is important to carefully review a job description in advance. Thinking about how your experiences match what is needed in the job you are seeking will help you prepare for the interview.

Read the job advertisement for “Customer Service Assistant, Contract Part-Time”.

Customer Service Assistant, Contract Part-Time

Anytown Public Library seeks someone with a passion for helping people to join our team, starting July 2024. This is an exciting, rewarding, sociable and varied job. Part-time, flexible hours. Varying shifts of four hours or more for an average of 20-25 hours weekly. Shifts include a mix of days, evenings and weekends.

- Monday 2:30pm – 8pm
- Tuesday 2:30pm – 8pm
- Wednesday 9:30am – 3pm
- Alternating Fridays 10am – 5pm
- Alternating Saturdays 9:30am – 4pm

We need someone with a welcoming and friendly personality, preferably with some library or transferable experience. You will need to connect with our local community, with excellent customer service skills; effective oral and written communication in English; great literacy and numeracy skills, and the ability to master a variety of automated systems, apps and software. You should have patience with people, the ability to manage multiple tasks and interactions at once, an aptitude for detailed work, and discretion to hold in confidence information relating to patrons, volunteers, staff and library business.

This position is responsible for staffing the Library Circulation and Information desk. Duties include answering questions; helping people find what they need; using the catalogue system to find requested items and for checking materials out and back in; booking appointments, handling money; operating a cash register, copier and fax machine; communicating in person, by phone and email; gathering statistics; and repairing, processing and reshelving library materials. This will include providing basic computer support for the public using our computers or their own devices in the library.

Wage: Hourly. Starting level \$19.80

Qualifications, Experience & Skills:

- Library or transferable retail/public service experience
- High School Diploma (OSSD) or equivalent, some post-secondary is an asset
- Customer Service experience in face-to-face reception / retail / library work
- Familiarity with public library services and procedures is an asset

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- Excellent literacy and numeracy skills with a wide range of reading interests
- Competent with Windows, Microsoft Office, Internet, social networks and email
- Computer skills sufficient to learn the library ILS system and other apps
- Can provide a satisfactory police Vulnerable Sector Check
- Strong communication skills and excellent customer service skills
- Respect for confidentiality
- Accuracy and attention to detail
- Self-motivation and ability to exercise independent judgment
- Ability to interact well with people of all ages and work collaboratively in a team

Applications:

Please submit a complete resume and cover letter relating to the required skills, preferably **by email**, to be received no later than 9:00 p.m. **Wednesday June 19, 2024.**

Jane Doe

(Chief Librarian)

Email: janedoe@email.com

Anytown Public Library

The Anytown Public Library is an Equal Opportunity Employer and values diversity in the workplace. The library will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. Applicants selected for interview must make their accessibility needs known in advance to ensure your equal participation. All personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used solely for candidate selection. We thank each applicant for their interest. However, only candidates selected for interview will be contacted.

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Work Sheet

Task 1: You have applied for the Customer Service Assistant position at the library and you have been invited for an interview. Your instructor will be the interviewer and will ask you questions.

Answer: No written response required here.

Task completed: Yes:

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Answers

Answers will vary. The learner should be assessed both on their ability to match the job requirements with their experiences and workplace strengths, as well as their ability to engage in conversation.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low-level inferences			
	makes connections between sentences and between paragraphs in a single text			
	follows the main events of descriptive, narrative and informational texts			
	obtains information from detailed reading			
B1.3	shows an awareness of factors that affect interactions, such as differences in opinions and ideas, and social, linguistic and cultural differences			
	manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	participates in lengthier exchanges to problem solve and explore issues			
	varies speed, tone, and emphasis to increase effectiveness of exchanges			
	uses strategies to maintain communication, such as encouraging responses from others and asking questions			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
