



Human Resources

EXTERNAL APPLICATION FOR EMPLOYMENT

Please attach your résumé

Competition Number, if applicable:

Title of Position Applied for:

Please check the type of position for which you are applying:

- a) Permanent Full Time Part Time
- b) Temporary
- c) No preferences

How did you learn about this opportunity?

I. Personal Information

First Name:

Middle Name:

Last Name:

Street:

City:

Province:

Postal Code:

Phone Number:

Alternate Phone Number:

Email address:

Are you legally entitled to work in Canada?

Yes

No

Available Start Date:

Have you ever been convicted of a criminal offence for which a pardon has not been granted?

Yes

No

Are you related to a current Brampton Library employee? Yes No

If yes, related how? Please specify:

Have you ever been employed by Brampton Library? Yes No

If yes,

Service Unit: Dates: From: To:

Service Unit: Dates: From: To:

Have you ever volunteered at Brampton Library (includes Field placements)? Yes No

If yes,

Service Unit: Dates: From: To:

Service Unit: Dates: From: To:

II. Employment History

1. Present or Most Recent Employer

Employer Name: Reason for Leaving:

Type of Business: Position Held:

Period Employed: From: To:

Address: Phone Number:

Salary: Previous Supervisor:

Describe main duties and responsibilities:

1. Previous Employer

Employer Name: Reason for Leaving:

Type of Business: Position Held:

Period Employed: From: To:

Address:

Phone Number:

Salary:

Previous Supervisor:

Describe main duties and responsibilities:

III. Education

Table 1 - Education

Level of Education	Degree/Diploma In Progress	Degree/Diploma Completed	Area of Specialization	# of Years Successfully Completed
Secondary				
Post-Secondary				
Post-Graduate				
Other (Night School, Correspondence, Trade School, Vocational, etc.)				

IV. Other Relevant Practical Skills Not Mentioned Previously

A proficiency test may be required.

V. Conditions of Employment

- I understand that if the position I am offered falls within a bargaining unit, membership is compulsory and union dues will be deducted. If employed, I agree to comply with the terms and conditions of employment as outlined in the appropriate collective agreement and/or the Human Resources policies and employment practices of Brampton Library.
- I understand that I will be required to show proof of the validity of my driver's license and/or professional licenses, when such certification constitutes a job requirement.
- I understand that Brampton Library is a smoke-free workplace.
- I understand that the operating hours of Brampton Library system vary and may include Saturday, Sunday, evening and standby scheduling, depending upon location and position.
- I agree to provide information identifying present and/or past employers to be approached for references. I understand that such references will be sought only after being short-listed. I authorize Brampton Library to make such inquiries as deemed appropriate to the position for which I am applying.

- I understand that Brampton Library will request and only employ individuals who provide a current, satisfactory Criminal Record Check, Criminal Record and Judicial Matters Check or a Vulnerable Sector Check.
- I understand that as a condition of acceptance of any offer of employment, I will be required to comply with Brampton Library's Mandatory Vaccination Verification Procedure, which includes the requirement to show written proof of full vaccination (being fully vaccinated with a COVID-19 vaccine series means that I have received a full vaccination series approved by Health Canada or the World Health Organization, with 14 days having elapsed after receiving my last vaccination dose). I also agree to receive additional vaccination doses that may be required if recommended by the relevant government and/or health authorities.
- I also understood that if I am not fully vaccinated, Brampton Library shall have cause for the immediate withdrawal of any offer of employment made to me and/or termination of my employment without notice or pay in lieu thereof. Brampton Library will comply with all of its obligations under the Human Rights Code in relation to new or prospective employees. If I require accommodation, I understand that I must provide documentation to substantiate my reason for not being vaccinated.
- I understand misrepresentation made on this application, or on other documentation and/or tests related to employment will be sufficient cause for cancellation of my application and, if employed, for dismissal from Brampton Library.

Personal information is collected under the authority of the Public Libraries Act, R.S.O. 1990, Chap. P44, Section 23, Subsection 4. This Information will be used for fundraising and in the management of Library Services.

Questions about this collection should be directed to the Chief Executive Officer, Brampton Library, 65 Queen Street East, Brampton ON L6W 3L6, Tel. 905-793-4636, ext. 74311

Are you attaching additional information? Yes No

Applicant's Signature:



Date of Application: Day: Month: Year:

To apply for a position at Brampton Library, please use one of the following:

Fax: (905) 453-0810

Email to: careers@bramlib.on.ca

Mail to:

Human Resources

Brampton Library



65 Queen Street East



Brampton ON L6W 3L6

NOTE: RECEIPT OF APPLICATIONS WILL NOT BE ACKNOWLEDGED.

ADM #18 09/21

SOHAIB SIAL

 Brampton, ON
 sohaibsial@proton.me

 (647) 802-7243
 /sohaibsial

SUMMARY

A dedicated and enthusiastic professional with a strong background in customer service, possessing excellent problem-solving and communication skills, and a passion for providing exceptional service to library patrons, seeking a Customer Service Agent position at the Brampton Library.

SKILLS & ABILITIES

Customer Service

7+ years of demonstrated customer service expertise in various industries.

Library Classification Systems

Familiar with Dewey Decimal & Library of Congress Classification systems to organize and shelve materials correctly.

Communication

Ability to effectively communicate through verbal and written correspondence.

Microsoft Office

Proficient in document creation and data analysis using Word, Excel & Access.

Operating Systems

Adept at navigating and troubleshooting across Windows & Macintosh.

Team Player

Ability to work effectively within diverse teams to achieve shared objectives.

EDUCATION

York University

Bachelor's Degree (with Honors) in Humanities

(2018 - 2023)

WORK EXPERIENCE

CIBC

Personal Banker

(2022 - 2023)

The Home Depot

Service Desk Associate

(2021 - 2022)

Toronto Condomania

Office Coordinator

(2019 - 2021)

Leon's Furniture

Customer Care Supervisor

(2016 - 2019)

VOLUNTEER EXPERIENCE

York University Humanities Student Association

President

(2019 - 2022)

AMJ Canada Grade 9 Summer Camp

Camp Teacher

(2014 - 2016)

AMJ Canada National Annual Convention

Publication Team Lead



(2013 - 2023)



CERTIFICATIONS

Crash-Course in Advanced Library Science

Able to provide hands-on support to library patrons for the effective use of various library equipment, including computers, printers, copiers, and self-checkout machines. Also, well-versed in utilizing search engines and library catalogues to aid patrons in conducting simple searches, ensuring their ability to locate and access relevant resources efficiently.

SOHAIB SIAL

 Brampton, ON
 sohaibsial@proton.me

 (647) 802-7243
 /sohaibsial

September 17, 2023

Brampton Library
65 Queen St E,
Brampton, ON L6W 2A8
Re: Customer Service Agent #62-2023

Dear Hiring committee,

It is with great enthusiasm that I am applying for the Customer Service Agent position with Brampton Library. With over seven years of experience providing exceptional customer service in a variety of settings; along with my commitment to adhering to all policies and procedures, I am confident I would be a great asset to your Brampton Library team. Given the opportunity, I would prove to be a fast learner, a dedicated worker, and the proudest employee.

As a recent graduate of the Humanities program, I possess excellent communication, numeracy, and typing skills, ensuring accurate and efficient circulation processes. My most recent experience includes working as a Personal Banker, where I was responsible for providing my clients with comprehensive financial advice and recommending suitable products. Prior to that, I gained extensive customer care experience in the retail sector. Here I was able to master professionalism such that by treating my customers with respect, I was able to handle their complaints and inquiries with tact. I will be committed to going above and beyond to assist the patrons of the Brampton Library with their inquiries. I am prepared to work mornings, afternoons, evenings, and weekends, as well as being available at all eight branch locations. I will also be glad to provide a satisfactory Criminal Record and Judicial Matters Check (Level 2), upon hire.

To demonstrate my commitment to this position, I recently took a "Crash Course in Advanced Library Science" to further enhance my understanding of library systems and practices. Furthermore, I possess the following skills which are directly relevant to the position:

- Provide exemplary service to patrons such as addressing inquiries, assisting them in searching for titles and using self-check machines and computer stations.
- Skilfully handle compliments and concerns to ensure utmost satisfaction.
- Assist patrons with photocopying, scanning, while vigilantly monitoring equipment functionality.
- Knowledge of library classification systems, such as Dewey Decimal Classification, Library of Congress Classification, etc. to organize and shelve materials correctly.
- Empty book drops, process check-in/out and holds, check shelves to ensure all library materials are properly sequenced, perform circulation functions as required, ensuring accessibility and aesthetics.
- Proficiency in Microsoft Office suite (Word, Excel, Access) and other data management applications.
- Strong teamwork and collaboration skills to work effectively with library staff and volunteers.
- Perform all tasks assigned efficiently, accurately and on-time.

Thank you for considering my application. I look forward to the opportunity to discuss how my qualifications align with the needs of the Brampton Library. As a proud bookworm who finds libraries to be his safe space, I would be honoured to contribute to the team. Please find my resume attached for your review.

Sincerely,
Sohaib Sial