

# Wood Buffalo Regional Library



COMMUNITY SERVICE ASSOCIATE  
REPORTS TO: COMMUNITY SERVICES MANAGER

## POSITION TYPE AND HOURS

The Wood Buffalo Regional Library is seeking a Community Services Associate to join the Community Services team. This is a permanent full time position working 35 hours per week, including days, evenings and weekends. This position is within the CUPE 2157-01 Bargaining Unit.

## ROLE FOCUS

Oversee the Mobile Library and its function, and support the Community Services department as required.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure compliance with all Library policies and procedures
- Raise awareness and assist in promotion of relevant WBRL services, sources, and resources within the community
- Provide excellent customer service at urban and rural on site locations throughout the Regional Municipality of Wood Buffalo
- Provide in person research, reader's advisory and reference services to patrons through an in-depth awareness of library collections and services.
- Provide circulation services to patrons such as patron memberships, material check in/check out and cash functions.
- Participate in planning, organizing, and facilitating of community program and events
- Sort, organize and shelve material in the mobile library and community bookshelves; ensuring material is in the proper place
- Load, unload, prepare, inspect, and operate the mobile library vehicle in a safe and responsible manner
- Complete vehicle checklist and inspection forms; providing information to Administrative Associate
- Answer routine inquiries, and refer patrons in need of professional assistance to the Librarian
- Collaborates with all departments within the Library to ensure Mobile Library needs are met
- Conduct community surveys and analyze results regarding current and future mobile library needs; providing information to Community Services Manager and Library Director

## EXPERIENCE AND KNOWLEDGE

- 2 years customer service experience
- Library experience an asset but not required
- Experience working with Indigenous communities
- Knowledge of recreational and educational needs of all levels of patrons; including knowledge of community interests, trends, and resources
- Knowledge of FOIP and the ability to interpret FOIP
- Knowledge of Dewey Decimal System an asset

## EDUCATION AND TRAINING

- High School diploma supplemented by post-secondary coursework in Librarianship, Business Administration, Education, or Social Work
- Class 5 drivers license

## COMPETENCIES

### CORE

Communication  
Customer Service  
Organizational Awareness  
Integrity  
Confidentiality

### DEPARTMENT

Team Work  
Organizational Skills  
Patron Awareness & Instruction  
Interpersonal Skills

# Wood Buffalo Regional Library



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Builds Collaborative Relationships

## POSITION

Community Awareness  
Motivated  
Attention to detail  
Patron Instruction

## TECHNICAL

Analytical  
Leveraging Technology  
Equipment Troubleshooting  
Proficient with MS Office, Internet and Databases; including SirsiDynix Horizon

## PHYSICAL, SAFETY AND OTHER REQUIREMENTS

- Able to work flexible schedules, including days, evenings, and weekends
- Willingness to commute to rural communities as required
- Standard First Aid Safety Certification
- Performs a wide range of physical motions, which may include routine and repetitive bending, reaching, pushing, moving and carrying library materials. Must have sufficient strength to repeatedly move or lift material weighing between 1 and 10 pounds and push material, such book carts and bins, weighing excess of 50 pounds
- Able and comfortable driving a courier vehicle and for extended periods of time as required
- Required to provide a Vulnerable Sector Criminal Record Check conducted by the RCMP
- Required to submit a current and clean drivers' abstract
- Required to complete pre-employment fitness testing

## SCHEDULE

Must be available to work days, evenings and weekends as per Library operational needs.

- Monday to Friday: Between 8:30 am to 9:15 pm
- Saturday and Sunday: Between 8:30 am to 5:15 pm

## HOURLY RATE

\$30.37 per hour

**In addition to the rate of pay, we offer other attractive incentives:**

- Extensive benefits plan;
- Additional bi-weekly payment of \$480.00 which represents a cost of living allowance

## CLOSING DATE

May 26, 2019

## POSTING TYPE

**Internal & External (Posted May 13, 2019)**

If you would like to apply for this position please forward your résumé, cover letter and three (3) references to the below contact. No phone calls, please. Please use "Community Services Associate - 15" in the subject line.

Send application to [workwithus@wbrl.ca](mailto:workwithus@wbrl.ca)

**We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted.**

**In the event that there are no qualified applicants, the Wood Buffalo Regional Library may, at its discretion, waive all or part of the education or experience requirements.**