



Posting ID	13-2024
Posting Type	Internal & External
Posting Date	11/12/2024
Closing Date	11/25/2024
Number of Openings	1

## Community Engagement Associate (Permanent, Full Time)

**Wood Buffalo Regional Library (WBRL) is seeking a Community Engagement Associate to join our team!**

### Key Responsibilities and Duties:

- Actively engage with WBRL patrons, providing excellence in customer service.
- Under the direction of the Community Engagement Manager, plans, delivers, promotes and evaluates inclusive engaging programs and events for primarily ages 0 - 5.
- Plan and assist with the delivery of library services throughout Fort McMurray and rural communities to ensure equitable delivery of library services.
- Actively seek out program presenters, exhibitors, and beneficial collaborators within the community.
- Develop and implement procedures and training materials.

The Community Engagement Associate works collaboratively with colleagues and is dedicated to meeting WBRL's service goals.

*This position requires travel throughout Fort McMurray and the Regional Municipality of Wood Buffalo.*

### Education and Experience Qualifications

Required:

- An Information Management/Library Technology diploma, or a directly related diploma with significant course content focused on community work, or an undergraduate degree from a recognized institution.
- At least 2 years recent experience working in a library or in a similar role.
- At least 1 year recent experience planning, preparing, and presenting programs in a public setting.

Considered an asset:

- Standard First Aid Certification.

### Knowledge and Abilities

The successful candidate must demonstrate:

- Commitment to customer service excellence.
- Knowledge of and ability to apply literacy principles, including but not limited to reading, writing, and numerical literacy, information and media literacy, and digital literacy.
- Knowledge of and ability to use technology including but not limited to computers and mobile devices, databases, software (e.g. Microsoft Office and Google Docs), operating systems, online applications, electronic resources, digital library services, STEAM technology and social media.
- Ability to assist, troubleshoot, and instruct others in the use of technology.
- Comfort in assisting library users from a variety of backgrounds and with diverse needs.
- Excellent communication and interpersonal skills, including presentation skills.

- Ability to engage large groups of people with confidence and maintain order during busy programs.
- Ability to develop training materials in a variety of formats and deliver training to others at an appropriate level.
- Ability to deescalate situations with the public and maintain a professional demeanor in difficult circumstances.
- Strong work ethic and level of personal accountability. Ability to be reliable.
- Ability to plan and prioritize tasks and manage projects, including financial management.
- Ability to manage multiple responsibilities at once and shift quickly from one task to another in a busy environment.
- Desire to learn, ongoing commitment to acquiring new knowledge and skills.
- Ability to identify and solve routine and atypical problems and facilitate appropriate resolutions.
- Ability to work productively and positively on a team.
- Ability to adapt in a dynamic work environment.
- Ability to use statistics and advanced knowledge of community needs to guide decisions.
- Commitment to creative solutions.

#### Physical Requirements

- Ability to perform a range of physical motions, including routine and repetitive bending, pushing, moving, and carrying library materials.
- Carrying and lifting up to 35 pounds.

#### Other Requirements

- Current, acceptable Vulnerable Sector Check conducted by the RCMP.
- Class 5 Driver's License and current, clean Driver's Abstract.
- Ability to drive WBRL vehicles.
- Ability to drive and work in all weather conditions.
- Comfort flying in a small aircraft to remote communities.

**To view the full job description, please email [workwithus@wbri.ca](mailto:workwithus@wbri.ca).**

<b>Schedule</b>	35 hours a week. Available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs.
<b>Hourly Rate</b>	\$31.13 per hour. In addition to the rate of pay, we offer other attractive incentives including an extensive benefits plan and a cost-of-living allowance (\$480 biweekly).
<b>Union</b>	CUPE 2157-01
<b>Reports to</b>	Community Engagement Manager, Community Engagement Department

If you would like to apply for this position, please send your resume and cover letter to [workwithus@wbri.ca](mailto:workwithus@wbri.ca). Please include CE Associate in the subject line. We appreciate the interest of all applicants. Only those individuals selected for interviews will be contacted.

*In the event there are no qualified applicants, WBRL may, at its discretion, waive all or part of the education or experience requirements.*