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<i>Posting Type</i>	Internal & External
<i>Posting Date</i>	3/12/2025
<i>Closing Date</i>	3/25/2025
<i>Number of Openings</i>	1

Community Engagement Assistant (Permanent, Part Time)

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

Key Responsibilities and Duties:

- Actively engage with WBRL patrons, providing excellence in customer service.
- Endorse the mission, vision, and values of WBRL, including a commitment to universal access to information, intellectual freedom, and inclusion.
- Under the direction of the Community Engagement Manager, delivers and evaluates inclusive engaging programs primarily for 0 to 12 years of age with a focus on early literacy and lifelong learning.
- Works collaboratively with other team members to support delivery of inclusive programs for a variety of age groups and demographics.
- Works with program presenters and performers
- Develop and implement procedures and training materials.

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

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.
- 2 years recent experience working in a library in a similar role.
- 1 year recent experience presenting programs (specifically, children's 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.
- 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.

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.

To view the full job description, please email workwithus@wbrl.ca.

Schedule	10-20 hours a week. Available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs. Primary schedule will be evenings and weekends (Saturdays and Sundays). Ability to work weekdays as needed for department coverage or peak programs.
Hourly Rate	\$28.53 per hour.
Union	CUPE 2157-01
Reports to	Community Engagement Manager, Community Engagement Department

If you would like to apply for this position, please send your resume and cover letter to workwithus@wbrl.ca. Please include CE Assistant 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.