

JOB DESCRIPTION

Community Services Assistant I (Library)

POSITION TITLE:	Community Services Assistant I (Library)
POSITION NUMBER:	12021
DEPARTMENT:	Community Services
REPORTS TO:	Library, Arts and Culture Coordinator
CLASSIFICATION:	Part time- indeterminate
LEVEL	Pay Level 12
LOCATION:	Mary Kaeser Library

Summary

Reporting to the Library, Arts and Culture Coordinator, the incumbent provides program support for the division which will include general library circulation duties, shelving books, and assisting with art, culture and literacy programs for community members. In addition, the incumbent will represent the Town at community events and festivals, pop-up art events, collecting and generating user statistics, and maintaining files and records.

Outline of Duties

- 1. Assists with providing readers advisory, reference and general information to patrons by:**
 - Providing assistance regarding the use of catalog, and computer applications.
 - Assisting patrons at the circulation desk including checking materials in and out, registering patrons, processing hold requests and collecting any required fees.
 - Collecting and compiling statistics.
 - Following cash management procedures.
 - Assisting in the assessment and repair of damaged items.
 - Emptying the book drop, shelving circulated and in-house materials and ensuring the accuracy of material placement.
 - Working a schedule to include weekends, evenings and holidays or at other event locations, as required.
- 2. Assists with the development and implementation of regular programs and special events for the community by:**
 - Assisting with preparation, organization, administration and maintenance of supplies and equipment for programs (weekly and after-school programs, workshops, drop-in programs etc.)
 - Assisting with the implementation and delivery of special library, art and culture events.
 - Assisting with preparation of attendance lists and instructors' requests.
 - Assisting with the installation of artwork and exhibits in the Community and Recreation Centre.
 - Assisting the program participants with the use of the equipment and program materials available at the library.

JOB DESCRIPTION

Community Services Assistant I (Library)

- Ensuring programs follow required health and safety protocols to ensure participant safety
- 3. Assists with the appearance and upkeep of the facility by:**
- Performing general cleaning in and around the facility as required.
 - Notifying the supervisor of any needs within the facilities to ensure patron safety and positive experiences.
 - Completing opening/closing security checks.
- 4. Performs other related duties as required.**

Supervision

This position normally does not supervise other staff but may be required to help with peer training or support for fellow team members.

Work Environment

- Program staff are exposed to loud noise and conflicting demands for your attention on a daily basis that will require patience and understanding.
- Program staff may be required to handle escalated and demanding customer situations.
- The ability to remain calm and respectful, and to appropriately seek supervisory support when needed, is essential.
- Program staff may encounter challenging interpersonal situations with adults, youth and/or children. It may be your responsibility to resolve situations that require you to stay calm, apply active listening skills, and offer potential solutions.
- The work may be physically demanding. The ability to perform lifting and managing equipment and objects will be required.
- Program staff may be expected to work on specific statutory holidays such as Canada Day, National Indigenous Peoples Day, and other days as specified.
- Shift, weekend and evening work are required.

Knowledge, Education and Experience

- Completion of Grade 10 or equivalent.
- Class 5 driver's license is an asset
- Intermediate to advanced level computer skills are required.
- Experience in developing and leading programming is preferred.
- A minimum of 2 years of experience in customer service, with a preference to those with experience in a library, arts or culture setting.
- Previous experience providing programming, instruction and direction to children and youth is required. Volunteer work experience is acceptable.
- Candidates must provide a satisfactory criminal record check with vulnerable sector clearance.
- Failure to provide a satisfactory check may deem you disqualified from the competition.
- Fluency in oral and written English is required.
- First Aid and CPR certification would be an asset.

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Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I agree that these duties reflect the requirements of the job.

Director of Community Services

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officer

Date