



<i>Posting ID</i>	#17
<i>Posting Type</i>	Internal & External
<i>Posting Date</i>	November 18, 2022
<i>Closing Date</i>	December 2, 2022
<i>Number of Openings</i>	1

Public Service Assistant (Permanent, Full Time)

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

Key Responsibilities and Duties:

- Actively engage with WBRL patrons, providing excellence in customer service.
- Answer a wide variety of questions, including reference and readers' advisory, and connect patrons with the WBRL resources, programs, and services that meet their needs.
- Facilitate room bookings and program registration.
- Check in and check out materials.
- Sign community members up for library cards and maintain cardholder accounts.
- Assist with a variety of technology, including computers, mobile devices, and online resources.
- Keep WBRL clean and organized.

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

Education and Experience Qualifications

Required:

- A high school diploma.
- At least 1 year recent experience working in a customer service role.

Considered an asset:

- Recent experience working in a library.
- Standard First Aid Certification.

Knowledge and Abilities

The successful candidate must demonstrate:

- Commitment to customer service excellence.
- Knowledge of the Dewey Decimal System and public library organization.
- 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, and social media.
- Ability to assist, troubleshoot, and instruct others in the use of technology.
- Excellent communication and interpersonal skills.
- 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 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 problems and facilitate appropriate resolutions.
- Ability to work productively and positively on a team.
- Ability to adapt in a dynamic work environment.

Existing knowledge of reference and readers’ advisory resources and practices and/or an understanding of and ability to execute basic circulation functions considered an asset.

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@wbri.ca.

Schedule	35 hours a week. Regular schedule will be Sunday to Monday 9:15am – 5:15 pm and Tuesday to Thursday 12:15 – 8:15pm. Available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs.
Hourly Rate	\$27.83 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).
Union	CUPE 2157-01
Reports to	Public Service Supervisor, Information Services Department.

If you would like to apply for this position, please send your resume and cover letter to workwithus@wbri.ca. Please include **PS 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.