



<i>Posting ID</i>	07-2024
<i>Posting Type</i>	Internal & External
<i>Posting Date</i>	June 6, 2024
<i>Closing Date</i>	June 19, 2024
<i>Number of Openings</i>	1

Account Maintenance and Billing Associate (Permanent, Full Time)

Wood Buffalo Regional Library (WBRL) is seeking an Account Maintenance and Billing Associate to join our team!

Key Responsibilities and Duties:

- Actively engage with WBRL patrons, maintaining excellent service standards.
- Endorse the mission, vision, and values of WBRL, including a commitment to universal access to information, intellectual freedom, and inclusion.
- Oversee cardholder accounts, including but not limited to reviewing accounts, deleting records, and participating in the review and implementation of cardholder procedures.
- Oversee and implement cardholder account billing for lost and damaged items and collection agency processes.
- Monitor integrated library system (ILS) release notes and updates and liaise with colleagues on improvements.
- Develop and maintain procedures and training materials, in a variety of formats, in assigned areas. Provide instruction to WBRL employees.
- Assist with collection management, including but not limited to weeding, withdrawing, and discarding materials.
- Support the Library Resources department and other library departments as requested.

The Account Maintenance and Billing Associate works collaboratively with colleagues and is dedicated to meeting WBRL's service goals.

Education and Experience Qualifications

Required:

- A Library Technology diploma.
- At least 2 years recent experience working in a library.

Considered an asset:

- At least 1 year recent experience in a customer service role.
- 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.
- Advanced proficiency in library technologies including but not limited to an Integrated Library System (ILS). Knowledge of Polaris/LEAP considered an asset.
- Understanding of and ability to execute advanced circulation functions.
- 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.

- Excellent communication and interpersonal skills, including presentation skills.
- 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

- A current, acceptable Vulnerable Sector Check conducted by the RCMP required.
- A Class 5 Driver's License and a current, clean Driver's Abstract considered an asset.

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

Schedule	35 hours a week. Available to work during office hours, Monday to Friday between 8 am and 5pm, and occasional evening and weekend work as required.
Hourly Rate	\$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).
Union	CUPE 2157-01
Reports to	Assistant Director, Library Resources Department

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