



Ajax Public Library
55 Harwood Ave. S.
Ajax, ON L1S 2H8
905-683-4000
ajaxlibrary.ca

Position: **Community Engagement Associate**
Classification: Part-Time, CUPE
Location: System wide, involving work at all branches including outreach
Salary/Wage: \$27.42 - \$32.27/hour {CUPE Grade 6}
Schedule: Up to 48 hours every 2 weeks, evenings and weekends required.
Date Posted: November 22, 2024
Internal Closing Date: November 29, 2024 @ 5:00 p.m.
External Closing Date: December 6, 2024 @ 5:00 p.m.

Position Summary

Ajax Public Library is currently recruiting one (1) candidate for the position of permanent part-time **Community Engagement Associate**. Under the direct supervision of the Coordinator of Community Engagement, the Community Engagement Associate has a strong commitment to service excellence, understands service objectives, recognizes diverse customer needs, and develops and delivers programs and outreach activities.

Education and Experience

- Completed college diploma in a field relevant to current Library service delivery programs.
- Minimum six months' relevant experience working in a programming delivery and community engagement environment.

Position Responsibilities

- Within the scope of the annual Programming and Community Engagement Plan, develops and executes a variety of programs and activities to encourage the use of the library's services, including but not limited to: children's, teen's, and adult programs, special events, reading clubs, and school and community outreach.
- Conducts outreach to community-based organizations, schools, daycare centres, and community groups to promote the Library's services, collections, programs and resources.
- At outreach events, performs library card registration and checks out library materials.
- Represents the Library on internal and external committees.
- Collects evaluation data of current programs. Supports the marketing of programs by providing information for publicity.
- Provides quality customer experience, responds to customer concerns and complaints and ensures that the Library is always profiled in a positive manner.

- Prepares reports and statistics as required.
- Maintains awareness of current and evolving public experience, through formal and informal education, offers excellent and proactive customer service, and builds community connections.
- Other library related duties as assigned.

Preferred Skills

- Strong technical and STEAM-related skills with an aptitude for computer equipment, applications, personal electronic and other popular communication media.
- Ability to work effectively with customers of all ages and backgrounds; recognizing the needs of customers from a wide variety of cultural, economic, social and educational backgrounds.
- Excellent interpersonal, written, and verbal communication, and conflict resolution skills.
- Demonstrated ability to balance priorities and meet deadlines in a dynamic and fast-paced environment.
- Ability to travel, attend meetings and outreach events outside of the library facility, as needed.

What's In It For You

- OMERS defined benefit pension package;
- Free on-site parking;
- Confidential Employee and Family Assistance Program (EFAP);
- Free employee membership to Town of Ajax Fitness Facilities;
- Engaged learning culture and professional development opportunities;
- Collaborative team members who are driven by the Library's shared values and who are constantly inspired to do great work.

We Value

- **Intellectual Freedom:** We defend democratic principles, freedom of thought and expression.
- **Connection:** We facilitate connections to knowledge and to one another.
- **Inclusion:** We welcome people from diverse backgrounds and lived experiences.
- **Equity:** We strive to remove barriers and empower the entire community in pursuit of their goals and achievements.

Application Information

How to Apply

Candidates are invited to apply electronically to libraryjobs@ajaxlibrary.ca. Cover letter and résumé must be submitted in Word or PDF format. All interested applicants must submit an emailed application only as physical copies will not be accepted.

Contact and Use of Information

We thank all applicants for their interest; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of

Privacy Act, personal information will be used strictly for candidate selection.

Diversity and Accessibility in the Workplace

Ajax Public Library is an equal opportunity employer, committed to diversity and accessibility within the workplace, and ensuring all employees feel valued, respected, and supported. As a best practice, Ajax Public Library embraces diversity and gender expression through policy, staff training, and providing positive spaces. The Library encourages applications from all qualified candidates. Accommodations will be provided in all parts of the recruitment process as required. Applicants are asked to make their needs known in advance. Any information relating to accommodation measures will be addressed confidentially.