

## Job Description PA - 2019

# Program Assistant

### Purpose:

The Bowen Library Program Assistant will assist library staff and other summer staff to implement programs for all ages during the summer months. The primary focus will be assisting the Youth Program Coordinator to help sustain and improve kid's reading skills, broaden their knowledge and interest in books and to introduce the library as an inviting, fun and friendly place for kids and their families.

The Program Assistant uses organizational skills, excellent customer service abilities, and proficiency with social media and website maintenance to market library programs, promote library services and programs to the public and to assist library staff in delivering programs that support the library's vision, mission and guiding principles. The Program Assistant works with and enhances a team of library staff and volunteers who celebrate reading achievements with children and their families.

### Responsibilities:

- Assist with the planning, development, promotion and implementation of programs for the Summer Reading Club following the BC provincial Summer Reading Club theme.  
<http://kidssrc.libraries.coop>
- Assist in the preparation, execution and clean-up of weekly programs for youth and adults.
- Maintain lists of participants and attendance records.
- Post and distribute publicity materials.
- Post prepared marketing documents to the library website and Facebook page.
- Help patrons to register for library programs and responding to patron's questions about programs offered at the library or forwarding questions to appropriate staff.
- Help to schedule and organize volunteers for program support.
- Other duties as assigned.

### Education, Qualifications and Experience:

- Must be between the ages of 15 and 30 years (funding requirement)
- Grade 10 or higher secondary school completion.
- Experience working with children preferred
- Experience with MailChimp and/or WordPress considered an asset.

### Skills and Knowledge:

- Skilled in web applications and basic software such as MS Office.
- Proven organizational, customer service and planning skills.
- Excellent oral, written, and interpersonal communication skills.

### Terms of Employment:

- July 2 to August 24, 2018 (8 weeks)
- 35 hours per week – Tuesday to Saturday
- Pay rate: \$13.85 per hour

### Competencies:

1. Customer Focus: Keeps library customers and partners in mind at all times. Strives to proactively address customer concerns and needs. Strives to provide consistent customer satisfaction.

2. Communication: Comfortable using a broad range of communication styles, and able to choose appropriate, effective ways to communicate to audiences in diverse situations.
3. Problem solving: Builds a logical approach to address problems (or opportunities) or manage the situation at hand by drawing on one's knowledge and experience base, and calling on other references and resources as necessary.
4. Planning and Organization: Establishes a systematic course of action for self or others to ensure accomplishment of a specific objective. Sets priorities, goals, and timetables to achieve maximum productivity. Plans ahead for upcoming problems or opportunities and takes appropriate action.
5. Enthusiasm and Initiative: Does more than is expected in the job; does things that no one has requested that will improve or enhance products and services or avoid problems.
6. Responsibility and Reliability: Demonstrates a high level of dependability in all aspects of the job.