



## **Young Canada Work (YCW) Administrative Intern**

Niagara Falls Public Library

Fixed-Term, Full-Time (6 Month Contract)

The Niagara Falls Public Library is seeking a Full Time Administrative Intern for a 6 month internship (July to December 2023) through the Young Canada Works (YCW) program. This internship will allow the successful candidate the opportunity to gain knowledge and skills in an environment of encouragement, facilitation, and initiative.

Reporting to the Director of Customer Experience, the Administrative Intern will support cross-departmental initiatives such as the implementation of a new Strategic Plan and coordination of system-wide services. This position will also support day-to-day administrative activities.

The successful candidate will have a demonstrated commitment to outstanding customer service, strong attention to detail, and enthusiasm for discussing the Library's impact and value in the community. The candidate must also be competent in the use of computer technology, including email, website navigation, spreadsheets, Google Calendar, and word processing.

### **Key Responsibilities:**

- Assisting with the process of implementing a strategic plan across the organization.
- Coordinating meetings within and between departments.
- Use of data entry skills to develop spreadsheets and workflows for various tasks.
- Using budget tracking knowledge with the use of budgeting programs
- Filing paperwork, and other essential documents.
- Developing presentations, to present information to team members and administrative members.
- Creating and presenting statistical reports.
- Invoice and cheque requisition.
- Identifying departmental work structures which can be developed into a more efficient approach.
- Analysing work practices of departments, and discussing various approaches to develop plans to improve.
- Supporting the day to day tasks of the team.
- Other duties as assigned.

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### **Skills, Knowledge, Training:**

- Diploma in Office Administration or equivalent.
- Demonstrated familiarity with library services and technology.

- Greater knowledge of daily operations of non-for-profit/library organizations.
- A commitment to outstanding customer service by demonstrating the ability to understand customer perspectives and service approaches with enthusiasm and attentiveness.
- Superior interpersonal skills demonstrated through the development of personal skills and soft skills to communicate effectively with others.
- Excellent written and oral communication skills in a professional setting.
- Excellent organizational and prioritizing skills with an ability to learn and operate in an environment where priorities change regularly.
- Ability to demonstrate strong personal management skills by working independently and to assume responsibility for assigned tasks whilst presenting a positive attitude and learning and improving from mistakes.
- Ability to follow complex procedures and collaborate with others in a dynamic and team-oriented environment.
- Ability to apply critical thinking skills through problem solving and troubleshooting information and situations.
- Ability to meet deadlines and produce measurable deliverables.
- Demonstrated accuracy and attention to detail.
- Strong time management skills to manage multiple priorities with specific deadlines.
- Police Records or Vulnerable Sector Check current to within 6 months.

**Eligibility under Young Canada Works at Building Careers in Heritage:**

- Be between 16 and 30 years of age at the start of the employment;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and,
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.
- Be willing to commit to the full duration of the work assignment.
- Will not have another full-time job (over 30 hours a week) while employed with the program.
- Be a college or university graduate.
- Not receiving Employment Insurance (EI) benefits while employed with the program.

**Workplace Environment:**

The NFPL strives to be a workplace which fosters respect for all customers and co-workers, and requires employee commitment to the following;

- Adherence to the legal requirements of all levels of government, e.g. Health and Safety, Human Rights, Harassment, Freedom of Information and Privacy.
- Adherence to the policies and procedures of the Library which implement these requirements.

- Building and nurturing positive relationships among and with customers and colleagues.
- Culture of teamwork, collaboration and respectful feedback.

**Position Type:**

Fixed-term (6 months), Full-time

**Wage:**

\$19.58 per hour

**Work Hours:**

35 hours per week (includes days, evenings, and weekends).

**How to Apply:**

Email your cover letter and resume detailing your qualifications to [hr@nflibrary.ca](mailto:hr@nflibrary.ca). Applications without a covering letter will not be considered.

Applications will be accepted until **4:30 PM, June 9th, 2023.**

Applicants must be eligible to work in Canada.

While we appreciate all applicants, only those selected for an interview will be contacted.

*The Niagara Falls Public Library is committed to providing accommodations in all aspects of the recruitment and hiring process under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*