

<b>Position:</b>	Security Ambassador	<b>Job Code:</b>	CPL2025-12
<b>Position Type:</b>	Regular Part Time	<b>Hours of Work:</b>	17 hours per week Wednesday: 4:15-9:15 (CC) Thursday: 4:15-9:15 (CC) Saturday: 9:45-5:15 (CC) Customer Experiences
<b>Location:</b>	All	<b>Department:</b>	\$26.23 per hour
<b>Pay Grade:</b>	11	<b>Hourly Rate:</b>	July 8, 2025
<b>Posting Date:</b>	Jun 24, 2025	<b>Closing Date:</b>	

### **Coquitlam Public Library**

Coquitlam Public Library creates joy in discovery, fosters inclusion and promotes knowledge by providing innovative experiences, spaces and services. We are committed to inclusion, team wellbeing & culture, partnerships & engagement, Truth & Reconciliation and leading into the future, as well as increased library access through physical, online and mobile services. The library has two branches as well as the Library Link, our mobile library.

### **Position Overview**

We are currently looking for a motivated and keen individual to join our team as our Security Ambassador. Reporting to the CX Supervisor, this role is a hybrid position, performing security, clerical, and custodial duties within the library. This position involves monitoring patron behavior, ensuring compliance with library rules, responding to incidents and emergencies, and providing basic first aid. Additionally, the Security Ambassador maintains library materials by gathering, cleaning, sorting, and shelving items, as well as performing shelf reading and material shifting. The role requires strong interpersonal skills to build relationships with patrons and local support agencies.

### **Duties Include**

- Monitors patron behaviour; ensures that rules and standards of behaviour are being observed and advises patrons of same; makes spot checks of washrooms for signs of vandalism and substance abuse; asks patrons to exit the premises upon direction of a superior; reports incidents; and makes suggestions to improve security practices.
- Develops and maintains relationships with local support agencies and library patrons.
- Gathers, cleans and sorts library materials; and returns same to shelves in correct order.
- Performs shelf reading to ensure library materials are in correct order; and shifts materials in accordance with established guidelines and/or as directed.
- Retrieves from and returns to storage items as directed.
- Participates in incident and emergency responses; contacts emergency personnel; treats minor injuries; makes necessary arrangements for treatment of more serious accidents; and ensures adequate inventory of first aid supplies.
- Performs related work as required.

### **Conditions of Employment**

- Successful incumbent must complete a criminal record check prior to commencing work;
- Required to work at any branch in the Coquitlam Public Library system.
- Required to join CUPE Local #561;
- Valid BC Security Guard License.

### **Requirements**

- Completion of Grade 12, and a valid BC Security Guard license with some related work experience, or an equivalent combination of training and experience.
- Occupational First Aid Certificate, Level 1.
- Sound knowledge of Library rules and standards pertaining to patron behaviour.
- Sound knowledge of business English, spelling and arithmetic.
- Sound knowledge of the organization, policies, regulations and procedures of the department.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with the public and other employees.
- Ability to monitor the behaviour of patron and ensure compliance with library rules and standards of behaviours.
- Ability to learn and perform assigned duties effectively.

### **What We Offer**

In addition to an excellent compensation package, we provide a working environment that supports knowledge, innovation and fun. With a strong focus on safety, we strive to inspire learning and service to our diverse community. If you have a proven commitment to providing exceptional customer service in a team environment, with a friendly, patient and outgoing personality, we are interested in hearing from you.

### **TO APPLY FOR THIS POSITION:**

Please send an email to [humanresources@coqlibrary.ca](mailto:humanresources@coqlibrary.ca) with your cover letter (indicating your availability) and resume attached in PDF format. The subject line must include the job code. If you are applying for more than one posting, only one email is required; however, please include all applicable job codes in the subject line.

**ONLY THOSE CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED**