

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Library Customer Service Officer		
Position Number:	174	Standard Position Hours:	35 Hours
Directorate:	Corporate and Community Services	Unit:	Community and Cultural Engagement
Salary Grade:	3	Award Band and Level:	Band 2 Level 1
Position Reports to:	Customer and Information Services Team Leader; or Technical Services Team Leader		
Staff Management:	Nil		
Budget Responsibility:	\$0		
Date Created:	March 2016	Date Last Reviewed:	22 May 2019
Version:	3	Document Number:	DOC2015/058600

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 400 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of three Directorates:

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services.

ORGANISATIONAL CONTEXT OF POSITION

The Corporate and Community Services directorate manages services associated with the following functions within Cessnock City Council:

- Finance, Governance and Administration
- Technology Systems
- Community and Cultural Engagement.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The position is responsible for delivering a high quality customer service experience for Cessnock City Library and includes the 24/7 eBranch and outreach points. It also contributes to the provision of learning opportunities with residents and visitors of the Cessnock Local Government Area by supporting the use of library resources, technology, online platforms and engagement with library literacy and learning programs. Additionally, the position delivers a range of administrative processes that support the operations of a library service.

KEY ACCOUNTABILITIES

1. Deliver high quality customer service at library facilities, outreach points and community events ensuring customers have a positive library experience characterised by active engagement.
2. Create a welcoming experience by engaging with customers throughout the library, joining and inducting new library members.
3. Proactively engage with library customers to maximise their use of the library, resources, equipment, technology and online library platforms.
4. Undertake customer service tasks including issuing and returning loans, processing financial transactions, basic information and directional enquiries and event bookings.
5. Assist with the maintenance of the library customer service area, through shelving of resources, shelf tidying, maintaining noticeboards and updating promotional exhibitions and displays.
6. Where required contribute to the delivery of library literacy and learning programs.
7. Contribute to the collection maintenance workflow, including check-in, accessioning and processing of new library resources and the deletion and repair of existing stock.
8. Provide business support, including cash reconciliation and registering documents in the Records Management System.
9. Participate in the selection and delivery of material for the Home Library Service.
10. Participate in rostered library customer service shifts at library facilities and outreach points and includes rostered evenings and Saturdays at any Cessnock City Library Branch.
11. Any other accountabilities or duties as directed by the supervisor which are within the employee's skills, competence and training, to assist to deliver a high quality library service.

POSITION SELECTION CRITERIA

Essential

1. Certificate III in Library and Information Services, Customer Engagement, Business Administration or other related discipline.
2. A minimum of 4 years' experience working in a public library.
3. Demonstrated commitment and ability to provide a high level of customer service that is respectful, engaging, supportive and accountable.
4. Demonstrated experience working with an integrated library computer management system and strong knowledge of automated library catalogues, online bibliographic databases, library e-resources and basic technology trouble shooting skills encompassing a range of mobile devices.
5. Demonstrated high level interpersonal, written and verbal communications skills including proven ability to establish professional rapport with a wide range of people, both internal and external.
6. Demonstrated ability to work both independently and in an environment based on teamwork, cooperation, continuous improvement and high performance.
7. Demonstrated effective time management skills, ability to prioritise workload and a flexible approach to a changing work environment.
8. Demonstrated solid computer skills including sound knowledge and experience in the use of Microsoft Office, electronic document management and integrated computer management systems.
9. Ability to work in accordance with a roster including Saturday and evening work across various locations where Council provides Library services and includes outreach points.
10. Current Class C driver's licence.
11. Holder of, or willingness and ability to obtain a First Aid Certificate and volunteer to become a Justice of the Peace within 12 months of commencement of employment.
12. Possession of a Paid Worker's current and valid Working with Children Check Number.

Highly Desirable

1. Demonstrated experience in delivering library literacy and learning programs.

SIGNATURE

Employee

Full Name:

Signature:

Date: