

## Position Description

<b>Position Title:</b>	Library Customer Support Officer
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Libraries & Learning
<b>Salary Point:</b>	7
<b>Position Reports To:</b>	Coordinator/Team Leader/Specialist
<b>Staff Management:</b>	No
<b>Budget Responsibility:</b>	No
<b>Date PD Reviewed:</b>	September 2019

### Organisation Context of Position

The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN.
- Facilitate a high level of community connection across and on behalf of CN.
- Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable.
- Set a benchmark for the organisation of exemplary customer service.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Service
- Waste Services
- Parks & Recreation

### Workplace Health & Safety

<b>WHS RAA Level</b>	Level 6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the

WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

## Position Responsibilities

All Library personnel have a shared responsibility to deliver high quality, frontline customer service across ten Library service points at nine different branch locations.

All Library positions, therefore, include a prescribed level of branch customer service shifts across a 6 day (Mon-Sat), day and evening roster.

The position provides exceptional Library customer service at one or more of these locations and will:

- Actively contribute to achieving the objectives of the Newcastle 2030 Community Strategic Plan and the Library Strategy.
- Provide high level library service support to members of the community face to face, over the telephone and online.
- Assume branch organisation responsibilities, for example opening, lock up, cash collection, when senior staff are not on site.
- Assist library users with circulation, reference and information enquiries.
- Actively promote and encourage participation in library programs and events.
- Actively promote and encourage participation in using the collections, online tools and resources.
- Undertake collection management duties as required with direction.
- Undertake the regular reviewing of branch practices and procedures to ensure consistency and currency across the entire library service and ensure that changes are communicated to all staff.
- Assist library users to use public access equipment and personal devices on the Library network (WIFI) and to use new technologies to enhance the delivery of library services to the community.
- Troubleshoot and investigate technology issues experienced in the library reporting as required
- Promote the use of self-service technologies: loans, payments PC self-booking and print management systems. Provide customers with relevant readers' advisory service.
- Communicate in a courteous, efficient and friendly manner and resolve conflict relating to Council requirements and customer expectations, through the provision of accurate information on Library policies and procedures.
- Ensure and maintain a high standard of library presentation by reshelving items, tidying, displays and ordering the collection.
- Provide guidance to the Library Customer Support Assistants, casuals and work experience students in the application of library procedures
- Actively promote the online tools and resources available through the Library and Council.
- Ensure the accurate and safe handling of cash in accordance with all council policies within the allocated timeframes.
- Demonstrate a commitment to, and an ability to work within, the library service teams.

- If required, contribute and be a part of an assigned Library specialist team in one of the following areas - digital, IT, Collections Management, Inter-Library Loans, Local History, Children's & Youth or Outreach.
- Facilitate the use of the library for meetings, events, programs.
- Actively contribute to the team through Staff Meetings, Team Briefings seminars and training programs.
- Report any maintenance issues within a timely manner. Notifying the Cluster Team Leader or Coordinator if the issue is going to affect the operation of the Library or customer experience.
- To undertake a range of duties incorporating rostered evenings and weekend work over six days at any Newcastle Libraries branch.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

***It is an offence under the Commission for Children and Young People Act 1998 for a person convicted of a serious sex offence to apply for this position. Relevant Criminal History, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.***

## Position Selection Criteria

### Essential

1. Vocational or tertiary qualifications in library and information sciences or a relevant, related discipline such as education, community development or information technology and/or equivalent experience.
2. Extensive relevant customer service experience with strong conflict resolution skills.
3. Demonstrated high level of PC Literacy, including experience with interactive, mobile and social networking technologies.
4. Excellent high level verbal and written communication skills.
5. Sound technology trouble shooting skills.
6. Demonstrated ability to solve problems to satisfy legislative or organisational policies and procedures.
7. Demonstrated experience in working independently and a proven ability to supervise and contribute within a multi-disciplinary team approach.
8. Proven ability to initiate processes and programs to enhance customers' library experience.
9. Demonstrated ability to manage workloads to meet objectives and deadlines.
10. Proven ability to provide guidance to the Library Customer Support Assistants to promote a vibrant and customer focused team.
11. Solid general knowledge and an awareness of popular and contemporary literature.
12. Willingness to participate in a rotating roster in accordance with the City of Newcastle Enterprise 2010 and the requirements of the Library Service.
13. Current Working with Children Check.

### Highly Desirable

1. Demonstrated understanding and appreciation for other cultures and languages.