

Position Description



Position Title:	Library Courier
Position Number:	COUR01
Purpose of Position	<p>To provide a courier service between libraries and Council and to deliver Library materials to Home Library Service users.</p> <p>To provide library and customer service where required.</p>
Grade of Position:	<p>Band 2</p> <p>Responsible for completion of regularly occurring tasks with general guidance daily.</p>
Hours of Work:	35 hours per week
Department:	Community
Section:	Library Services
Position Reports to:	Home Library Services Officer
Number Supervised:	N/A
Approved by:	<p>Janice Bevan, Director Community</p> <p>Date: January 2023</p>

CONTACTS

Key Contacts Within Department

- Library Futures and Technology Team
- Library Experience Team
- Library Administration
- Ku-ring-gai Art Centre
- Community units

Key Contacts in Other Departments`

- Council offices
- Cashiers
- Records
- Accounts Payable
- Council IT unit

Key Contacts Outside Council

- Home Library Service users

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

Signature:

Date:

GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all Hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and Near Misses
 - Meet in reporting timeframes
 - Comply with the Return-to-Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document
 - records management system in accordance with relevant standards,
 - procedures and the State Records Act
- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem-solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Perform timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance

Position Description



- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Unencumbered, current NSW Class C driver's licence.
- Applicants must provide a current Working with Children Check application number (for Paid Workers).

2. Required Experience

- Minimum 2 years safe driving experience
- Demonstrated ability to complete assigned tasks in a timely manner
- Demonstrated ability and commitment to delivering high quality customer service

3. Required Skills

- Demonstrated ability to work effectively both as a team member and independently under minimal supervision as required.
- High degree of accuracy and attention to detail
- Excellent interpersonal skills to courteously and effectively serve the public and work productively with colleagues
- Strong organizational skills and a flexible approach to work
- Demonstrated interpersonal skills with conflict resolution skills
- Good time management skills
- Ability to perform duties related to courier deliveries including physical ability to carry out all required tasks
- Basic computer literacy, including word processing, email and spreadsheets

4. Desirable criteria

- Previous courier and/or public library experience
- Experience dealing with seniors and the elderly

OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Punctual and accurate transport of library and other materials and items
- Plan to ensure pick-ups and deliveries are completed in the most efficient and timely manner
- Suggest improvements to existing methods and techniques
- Take personal responsibility for own work
- Co-operate with co-workers to create a smooth workflow
- Communicate effectively with clients
- Train other staff as required
- Provide high quality customer service for both internal and external customers
- Accurate and timely data entry
- Record statistics as required
- Undertake other duties as allocated by the supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and/or experience.
- Duties include moving books, boxes and files, furniture and equipment for set up and storage, meetings and training, activities and events. These are undertaken in accordance with safe manual handling techniques
- Maintain and care for Library vehicle and equipment as per Council's requirements
- Safe driving behaviours and abide by NSW road safety rules