

POSITION DESCRIPTION

Date: June 2019 Ref: POS1156

POSITION:	Customer Services Officer – Multiskilled - Librarian
DEPARTMENT:	Community and Customer Services
GROUP:	District Services Group
RESPONSIBLE TO:	Senior Librarian – Kerikeri & Kawakawa
LOCATION:	Kaikohe, Kerikeri and Districts
DIRECT REPORTS	Nil
KEY RELATIONSHIPS:	<p>Internal Community and Customer Service Management and Staff, Staff from other council groups, Elected Members</p> <p>External Public, Professional Associations, Government agencies, Contractors, Other local government units, Developers, Builders, Consultants</p>
AUTHORITIES	N/A

Purpose of the Position

- To deliver an excellent level of customer service to all of our customers
- Manage the library environment to enhance the user experience
- Undertake specific “one-stop / first point of contact” interactions, for counter duties ensuring prompt, courteous and a high quality of customer service is provided
- To provide general administration duties in relation to the work of the Community and Customer Services Department and District Services Group
- Of prime importance will be the promotion and implementation of the concept of “excellence in service delivery”

Accountabilities

- Deliver an exceptional customer service experience, accepting responsibility for meeting the customers’ needs



- Provide a wide range of Council information by becoming skilled in Community and Customer Services roles
- Identify opportunities for improvement.
- Participate in the design and implementation of processes/services to meet the needs of customers
- Be an active team member who contributes to the achievement of Council's objectives
- Other tasks/projects as may be delegated from time to time.
- Contributing to Council Civil Defence duties if required.
- Having a commitment to Health & Safety as detailed in our policies and guidelines and as defined by the Health and Safety at Work Act 2015 to ensure compliance.
- To act proactively to ensure no one is injured at this workplace.
- To always look for improvements regarding OH&S to effect a safe workplace.

Competencies

Career Drivers

A strong desire to achieve results combined with a high work ethic, focusing on achieving a tangible result. Enthusiastically taking responsibility for solving challenging work problems you also set challenging goals for yourself and are willing to take calculated risks to attain these goals. You place importance on constructive feedback on your performance and are committed to your own personal development and objectives.

Communication and Influence

You have a willingness to influence, lead or direct others when necessary. You are able to assess situations quickly and make informed and timely decisions, balancing importance against consequences. Your communication style allows you to communicate with diverse groups in a clear and concise manner.

Problem Solving

You are likely to be innovative, flexible and prefer variety. Usually a thoughtful and timely decision maker, you generally think before doing and you are concerned with quality and quantity of output. Reasonably analytical, you are interested in problem solving.

Relationship Management Style

You show the appropriate level of control and assertion when required, matching style to situation and being concerned with maintaining working relationships while getting the job done. You show good judgment in intervention and timing when team performance is under threat, showing a willingness to collaborate or compromise when necessary to maintain direction.

Workplace Management Style

When tasked with working in a non-structured environment you are able to create a structure and effective processes that will support the required level of detail and care. Your organisational style is effective rather than efficient with a strong focus on prioritisation.

Person Specification

Professional Knowledge and Skills

- Minimum of grade 5 Library qualification or equivalent experience
- High level of research capability
- Experience of providing a range of varied services to customers from a local authority perspective
- Have excellent interpersonal skills with an ability to develop positive working relationships
- High level of computer literacy
- Administrative experience & skills
- Current clean Drivers License
- Experience in local authority
- Knowledge of the local area
- Ability to relate to people from diverse communities with very different backgrounds
- Proven experience with cash handling

Professional Behaviours

- Proven interpersonal skills and ability to obtain collaboration and cooperation
- Well organised and able to prioritise and work to deadlines
- Enthusiasm and commitment to excellence in customer service
- Proven written and oral communication skills
- Ability to relate to a wide range of people both internally and externally
- Highly developed documentation, report and work flow process writing skills
- Understand and act in accordance with the values of council and values and ethics of library service
- Proficient in Microsoft Office packages (Word, Excel and Outlook)

Organisational Values

The holder of this position is expected to consistently demonstrate the behaviours described below:

Integrity (Trust, Honesty, Transparency, Reliability, Ethical, Fairness, Openness)

We are driven by our commitment to enabling growth and development in our people and our community and not by personal gain or alliances with vested interests. We protect and promote the reputation of FNDC. We are honest and act with fairness. We do not tolerate unethical behavior; we challenge it as a matter of personal responsibility, regardless of our position in the organization.



Manaakitanga (Teamwork, Empowerment, Empathy, Awhi, Unity, Support, Courtesy, Respect)

We treat our colleagues, community and Council with understanding and sensitivity. We value diversity and draw upon the different strengths, cultures, ideas, experiences and talents of people. We provide equal and fair opportunities for employment, career development and learning. We ensure a positive and energizing work environment.

Professionalism (Consistency, Tikanga, Motivation, Ownership, Positivity, Innovation, Collaboration)

We demonstrate high levels of professionalism in our work and reward merit. We use the most appropriate skills and competencies, continually seeking opportunities to improve through innovative approaches. We, work collaboratively towards our common goals of serving our Council, community and colleagues regardless of individual roles or functions. We share our knowledge of best practices with colleagues at all levels to enhance the quality of our services.

Measures of Performance

An annual review of performance will be conducted by your manager. Success in this role will be measured by:

- Demonstrated performance against the accountabilities listed above.
- Exhibiting the professional behaviours, competencies and organisational values and delivering on objectives.
- Ability to operate within our policies and procedures and as defined by the Health & Safety in Employment Act to ensure personal, team and public safety.