

## POSITION DESCRIPTION

### LIBRARY SUPERVISOR CUSTOMER EXPERIENCE (WEEKEND)

<b>POSITION NUMBER</b>	<b>LIB010; LIB017; LIB020; LIB025; LIB028</b>
<b>DIRECTORATE</b>	<b>Community and Culture</b>
<b>SECTION</b>	<b>Library Services</b>
<b>REPORTS TO</b>	<b>Team Leader Library Customer Experience Branch Librarian</b>
<b>DIRECT REPORTS</b>	<b>Nil</b>
<b>GRADE</b>	<b>10</b>
<b>CONDITIONS OF EMPLOYMENT</b>	Local Government (State) Award 2020
<b>DATE PREPARED</b>	February 2019
<b>DATE LAST UPDATED</b>	September 2021

#### 1. PURPOSE OF THE POSITION

To provide support for the tasks, programs, systems and projects of the Library Customer Experience team including the delivery of a high quality customer focused library service that meets the expectations of its diverse customers.

#### 2. KEY ACCOUNTABILITIES

- 2.1 Provide technical support and instructional training to staff and customers in the use of library software, self-service kiosks, public computers, photocopiers and printers.
- 2.2 Undertake Shift Supervisor responsibilities and undertake rostered tasks and roving duties at all Georges River Libraries to meet customer expectations and act as Shift Supervisor as rostered.
- 2.3 Deliver and promote library and information services that meet the diverse needs and interests of the community encouraging the development of literacy, creativity and lifelong learning.
- 2.4 Responsible for the functions of the Library Service, implementing policies and procedures and initiating corrective action as required ensuring all service points, public areas and amenities are neat, clean and safe and report all issues as required.
- 2.5 Assist with the collection and reporting of data relating to the use of the facilities equipment, roving services, information requests, and customer enquiries at Georges River Libraries.

### 3. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

### 4. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

### 5. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

### 6. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

### 7. CUSTOMERS

- 7.1 Provide effective service to Council customers and the community
- 7.2 Provide effective service to internal customers
- 7.3 Present a positive image of Council

### 8. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

### 9. SELECTION CRITERIA

#### **Qualifications, Certificates & Licences**

- 10.1 TAFE qualifications in Library and Information Studies or equivalent and/or significant industry experience.

#### **Essential**

- 10.2 Demonstrated experience in library and information services
- 10.3 Excellent interpersonal, oral and written communication skills
- 10.4 Demonstrated high level computer literacy skills
- 10.5 Demonstrated ability to train staff in service delivery
- 10.6 Demonstrated high level customer focused approach to service delivery
- 10.7 Demonstrated analytical, time management, organisational and creative problem-solving skills



- 10.8 Demonstrated ability to work effectively in a team environment
- 10.9 Demonstrated skills and experience in supporting online services and technology in public libraries
- 10.10 Must have received two doses of a COVID-19 vaccine prior to commencement of employment with Georges River Council, except where a medical contraindication certificate is provided.

**Desirable**

- 10.11 Demonstrated experience and ability in delivering library roving services
- 10.12 Current Class C Drivers Licence

**EMPLOYEE ONLY**

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

