

# Position Description

## CORPORATE INFORMATION

<b>Position Title</b>	Assistant Libraries Branch Services		
<b>Directorate</b>	Community Sustainability	<b>Branch/Section/Unit</b>	Community and Commercial
<b>Position Number</b>	1022	<b>Level</b>	2
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
<b>Line Manager</b>	Senior Officer Systems and Branch Services		
<b>Direct Reports</b>	Nil		

## SCOPE OF POSITION

### Position Summary

This position is responsible for providing and promoting library services to the community delivering high quality, customer focused service and library programming and events that are responsive to community needs.

### Expected Deliverables/Key Performance Indicators

- Ensure that the community receives a positive customer service experience at our libraries on a daily basis.
- Provide information and technology services assistance and support for library customers.
- Deliver programs to fulfil the community's needs including children's activities, technology sessions and community workshops.
- Participate in reviews of branch library processes and procedures to ensure a continuous improvement focus on customer service.

### Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.
- Working with children check – Blue Card or ability to obtain a Blue Card.

### Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in/knowledge of modern library practices, procedures and responsibilities, including the ability to communicate effectively both orally and in writing.

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- Demonstrated interpersonal communication and teamwork skills.
- Demonstrated computer literacy skills, including word processing and basic research skills
- Ability to work autonomously.

## Desirable Knowledge/Skills/Qualifications Criteria

- Knowledge and understanding of the Dewey Decimal classification system.

## Physical Requirements of the Position

*Note: Applicants with disabilities will be considered on a case by case basis.*

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

## Special Requirements

- Library staff may be required to work at any of the library branches.
- Library staff may be required to work evening shifts and weekends as rostered.

## ORGANISATIONAL INFORMATION

### Safety

#### Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

#### Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

#### Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

## Code of Conduct

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As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

## Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

## Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

## Council's Values

**Accountability** – We are open, transparent and take responsibility for our actions.

**Communication** – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

**Customer Service Focused** – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

**Integrity** – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

**Teamwork and Collaboration** – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

## POSITION APPROVAL AND ACCEPTANCE

### Approved By

<b>Name</b>		<b>Position</b>	
<b>Signature</b>		<b>Date</b>	

### Accepted By

<b>Name</b>			
<b>Signature</b>		<b>Date</b>	

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*The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.*