

Melton City Council

# Library Customer Service Officer

Position Description

PD: 00052

A thriving community  
where everyone belongs

## 1. Position details

Position Title	Library Customer Service Officer
Directorate	Community Services
Service Unit/ Department	Libraries and Arts
Position Classification	Band 3
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Team Leader Library Hub & Customer Service
Supervises	NIL
Internal liaisons	<ul style="list-style-type: none"><li>Libraries Staff</li></ul>
External liaisons	<ul style="list-style-type: none"><li>General Public</li><li>Library Members</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

### 5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.



#### 4. Position objectives

- Ensure customers have a positive experience in our Library and Learning Hubs by delivering high quality customer service.
- Support the learning outcomes of residents by assisting in the use of resources, technology and online library platforms, and delivering literacy and learning programs.

#### 5. Key responsibility areas

- Deliver high quality customer service at library facilities or outreach points, ensuring customers have a positive library experience characterised by active engagement.
- Create a welcoming experience by engaging with customers throughout the library, joining and inducting new library members, and providing tours of library facilities.
- Proactively assist customers to maximise their use of the library, resources, equipment, technology and online library platforms.
- Under the direction of the shift supervisor, undertake routine library tasks including issuing and returning loans, event bookings, collecting fees, and basic information and directional enquiries.
- Assist with the maintenance of the library collection through efficient shelving of resources, shelf tidying, updating displays and processing of item lists.
- Deliver the day to day bookings, hire and operation of meeting rooms and tenant space across Council's Library and Learning Hub facilities.
- Deliver literacy and learning program sessions or outreach visits for children and adults under the direction of a supervisor.

#### 6. Accountability and extent of authority

- Ensure a proactive and courteous delivery of customer service and assistance in the use of library facilities and equipment.
- Perform routine library tasks and assist with the delivery of day-to-day library operations, under the direction of a shift supervisor or the Team Leader.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards and policies.

#### 7. Judgement and decision making

- Problem solve minor issues regarding the day to day customer service operations of the library, following clearly defined procedures.
- Guidance and advice for decision-making on complex customer service issues is always available from senior staff.
- Respond to customer information enquiries and assist residents to access the library's print and online resources.
- Troubleshoot minor technical issues with computers and equipment, referring to specialist staff as required.

## 8. Specialist skills and knowledge

- Understand the policies and procedures of the library service.
- Utilise a library management system and other software systems such as library applications, event booking, room booking, eBooks and online databases.
- Experience using Microsoft Office applications.
- Well-developed information technology skills with the ability to provide assistance in the use and troubleshooting of audio visual equipment, computers, photocopiers, wireless internet access and mobile devices.
- Understand lesson and program plans to deliver learning programs for children and adults.
- Understanding of the role and purpose of public libraries in a community context.

## 9. Management skills

- Effective time management and organisational skills so as to prioritise tasks in a busy customer service environment.
- Work with minimal supervision.
- Deliver literacy and learning programs for the community and basic training in the use of library equipment and technology.

## 10. Interpersonal skills

- Verbal and customer service skills with the ability to relate well to a diverse range of people.
- Written communication skills to ensure quality and accurate data entry in the library management system.
- Work well as part of a team, and interact positively with employees and members of the public, especially in resolving minor issues and providing service.

## 11. Qualifications and experience

- Beyond secondary education or equivalent with some experience in a customer service or community focused environment.
- Demonstrated customer service skills with the ability to relate well to a diverse range of people.
- Some experience working in public libraries or a community focused organisation.
- Current valid Victorian driver's licence.
- Current working with children's check.

## 12. Key Selection Criteria

1. Beyond secondary education or equivalent, with some experience in a customer service or community focused environment.
2. Demonstrated customer service skills with the ability to relate well to a diverse range of people.
3. Well-developed information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices.
4. Work well as part of a team, and interact positively with employees and members of the public.
5. Effective time management and organisational skills so as to prioritise tasks in a busy customer service environment.
6. Deliver literacy and learning programs for children and adults, and basic training in the use of library equipment and technology.
7. Availability and flexibility to work rostered shifts as required across weekdays, weekends and evenings.
8. A current Victorian driver's licence and current working with children's check.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

\_\_\_\_\_  
Manager Libraries and Arts

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Approved by Position Title

\_\_\_\_\_  
Date Approved

\_\_\_\_\_  
Incumbent's name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

