

Melton City Council

Customer Service Library Technician

Position Description

A thriving community
where everyone belongs

1. Position details

Position	Customer Service Library Technician
Classification	Band 4
Award	Melton City Council Enterprise Agreement No 9 2019
Directorate	Community Service
Service Unit	Libraries and Arts

Approved by	Date Approved
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Incumbent's name	Signature	Date
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2. 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.

3. Key responsibility areas

- Deliver high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement, providing direction to library officers as required.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.
- Undertake library tasks including joining new members, tours of library facilities, issuing and returning loans, event bookings, collecting fees, information and directional enquiries.
- Contribute to maintenance and development of the library collection through shelving, shelf tidying, displays, and providing input in relation to area of responsibility.
- Contribute to the Customer Service team by providing input and support for team projects and customer service improvement initiatives.

Support the delivery of learning, literacy and outreach programs across the library service and at external locations by facilitating and delivering programs as required.

4. Organisational relationships

Reports to	Team Leader Library Hub and Customer Service
Supervises	Volunteers, work experience students
Internal liaisons	<ul style="list-style-type: none">• Library staff and Council staff
External liaisons	<ul style="list-style-type: none">• General public, library users, community groups

5. Accountability and extent of authority

- Under the guidance of the Team Leader or shift supervisor, develop and deliver library services and programs.
- Regular and timely delivery of programs and outreach visits as scheduled.
- Resolve customer service issues and contribute to the smooth operation the library facility when rostered.
- Responsible for library facility opening and closing procedures as rostered.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards and policies.

6. Judgement and decision making

- Under general direction follow established work task processes and routines.
- Must be able to 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.
- Problem solve minor issues regarding day to day program session delivery, within agreed processes.
- Troubleshoot minor technical issues with computers and equipment, referring to specialist staff as required.
- Assist and train library officers, volunteers and work experience students in accordance with policies and procedures.

7. Specialist skills and knowledge

- Sound ability in the use of Library Management Systems and Microsoft Office applications including Word, Excel and PowerPoint.
- Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices.
- Plan, develop and deliver programs.
- Excellent understanding of the role and purpose of public libraries and lifelong learning in a community context.

8. Management skills

- Demonstrated ability to use initiative to plan, organise and prioritise routine functions along with specific daily and weekly tasks.
- Work with minimal supervision and to seek advice and assistance from others when required.
- Direct Library Customer Service Officers when rostered on shifts.

9. Interpersonal skills

- Excellent verbal communication skills, including the ability to gain cooperation and assistance from other employees and the public.
- Excellent customer service skills with the ability to confidently and actively engage with customers.
- Strong written communication skills, with the ability to produce lesson plans and program plans for area of responsibility.
- Work well as part of a team, and interact positively with employees and members of the public, especially in resolving issues and providing service.
- Develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
- Good facilitation skills with the ability to deliver learning programs.

10. Qualifications and experience

- A post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together with experience, or lesser qualification together with relevant public library and program delivery experience.
- Experience working in public libraries or a customer focussed organisation.
- A current valid Victorian driver's licence.
- A current Working with Children's Check

11. Key Selection Criteria

1. A post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together with experience, or lesser qualification together with relevant public library and program delivery experience.
2. Excellent customer service skills with the ability to confidently and actively engage with customers.
3. Strong written communication skills, with the ability to produce lesson plans and program plans.
4. Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices.
5. Sound ability to plan, organise and prioritise routine functions along with specific daily and weekly tasks.
6. Excellent verbal communication skills, including the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
7. Demonstrated ability to work as a team member and interact positively with employees.
8. A current valid Victorian driver's licence.