

Melton City Council

Weekend Library Customer Service Supervisor

Position Description

PD: 00013

A thriving community
where everyone belongs

1. Position details

Position	Weekend Library Customer Service Supervisor
Classification	Band 5
Award	Melton City Council Enterprise Agreement No 9 2019
Directorate	Community Services
Service Unit	Libraries and Arts

Manager Libraries and Arts

Approved by

Date Approved

Incumbent's name

Signature

Date

2. Position objectives

- Lead staff in the delivery of high quality customer service at Council's library facilities that is responsive to community needs.
- Supervise the weekend operation of a Library and Learning Hub site, ensuring optimal standards of customer service, presentation and operation.

3. Key responsibility areas

- As a library customer service shift supervisor, provide leadership to staff in the delivery of high quality customer service across the library service to ensure customers have a positive 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.
- 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.
- Provide direction to library staff in delivery of routine library tasks including issuing and returning loans, event bookings, collecting fees, and basic information and directional enquiries.
- Facilitate and oversee the delivery of weekend events or program sessions and provide input into the planning of weekend programs for children and adults.
- Oversee the maintenance and presentation of library collections and facilities, including efficient shelving of resources, shelf tidying, updating displays and processing of item lists.
- Prepare and submit brief weekly reports on facility activity to the Team Leader.
- Required to work Saturday and Sunday afternoons each week at library facilities in Caroline Springs and Melton.

4. Organisational relationships

Reports to	Team Leader Library Hub & Customer Service
Supervises	Library staff when rostered
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 Library Hub and Services, ensure the operation and delivery of library services on weekends.
- Supervise staff, resolve customer service issues, and ensure smooth operation of the library facility when rostered as the customer service shift supervisor.
- Keep up-to-date with library policies and procedures and ensuring they are consistently implemented across the library service.
- Enact emergency evacuation procedures
- Ensure the timely development and reporting of library branch activity, customer service issues and OHS incidents.
- Undertake and ensure routine library tasks, collection maintenance and shelving is completed and the facility is well presented.
- Responsible for library facility opening and closing procedures.

6. Judgement and decision making

- Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology.
- Proactively respond to members of the public to resolve problem behaviour and customer service issues in line with Council policies and objectives.
- Identify and resolve problems using standard procedures and guidelines, usually as the senior staff member on duty.
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.
- Problem solve general information technology issues and escalate as appropriate.

7. Specialist skills and knowledge

- Demonstrated ability to understand the policies and procedures of the library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, Library Management Systems, online library resources, ebooks, library apps, databases, and equipment such as computers, laptops, tablets and mobile devices.
- Broad knowledge of reading interests for a wide age and community interest range.
- Sound knowledge of and demonstrated ability to plan, develop and deliver library programs and events.

8. Management skills

- Effectively lead staff as a shift supervisor and support staff with training or implementation of personnel policies and procedures.
- Prioritise workflows and resolve customer issues in a busy customer service environment.
- Effectively manage and plan own time, establish priorities, set and achieve short and long term goals for self in accordance with team and organisational objectives.
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.

9. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Excellent communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, community organisations and Council service units.
- Excellent written and verbal skills with the ability to produce reports and procedures for area of responsibility.
- Work in a team environment and gain cooperation from staff and members of the public.
- Well-developed facilitation skills with the ability to deliver programs for adults.

10. Qualifications and experience

- A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association, or demonstrated progress towards such a qualification, together with relevant public library experience.
- Experience in developing program plans and facilitating programs.
- Experience in working directly with public to inform, develop and support their learning and reading needs.
- A current valid Victorian driver's licence.
- A current valid Working with Children's Check.

11. Key Selection Criteria

1. A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association, or demonstrated progress towards such a qualification, together with relevant public library experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Demonstrated knowledge and ability to use a library management system, online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues
4. Well-developed organisation and time management skills to prioritise workflows and meet deadlines.
5. Demonstrated ability to lead staff and work well as part of a team in an environment of innovation and continuous improvement.
6. Availability to work Saturday and Sunday afternoons each week at library facilities in Caroline Springs and Melton.
7. A current valid Victorian driver's licence and working with children's check.