

	<b>Role Title: Mobile Library Operator</b>	<b>#100740</b>
<b>Primary purpose</b>	Accountable to: Deputy Regional Library Manager  The primary purpose of the role is to provide exceptional mobile library services for the Richmond-Upper Clarence region ensuring equal access to residents and meet the needs of library users.	
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>• Complete all clerical, administrative or work function procedures in an efficient and effective manner.</li> <li>• Respond promptly to instructions and where necessary seek clarification of directions given to ensure effective completion.</li> <li>• Maintain effective communication with your supervisor and colleagues to assist with completion of work.</li> <li>• Respond to customer enquiries in a courteous, helpful and professional manner providing quality service to meet customer needs.</li> <li>• Provide efficient and effective library services, including reader advisory services.</li> <li>• Apply effective computer skills to deliver services and assist customers.</li> <li>• Demonstrate competency with basic referencing skills.</li> <li>• Carry out circulation desk duties.</li> <li>• Select mobile library stock unsupervised.</li> <li>• Assist in planning mobile library schedule.</li> <li>• Liaise with suppliers/council re servicing and maintenance/repairs.</li> <li>• Recommend library resources to meet customer needs.</li> <li>• Anticipate customer needs to establish and maintain relationships and quality service.</li> <li>• Suggest improvements to work flows and procedures including schedules</li> <li>• Train and monitor temporary staff.</li> <li>• Assist with implementation of the mobile library strategy within budget.</li> <li>• Develop and coordinate library events.</li> <li>• Contribute to team activities: coach, support and encourage other team members; supports agreed outcomes.</li> <li>• Contribute to development of improved and new systems and processes to maintain a high quality of service.</li> <li>• Initiate and promote new programs and services, which contribute to the library's objectives and goals.</li> <li>• Create and maintain displays/newsletters/media releases/promotions etc that market the library service with minimal supervision.</li> <li>• Measurably improves services and resources in areas of responsibility.</li> <li>• Flexible, adaptable and responsive to change, demonstrating a willingness to do what is required to deliver quality outcomes, within your skills, competencies and training.</li> <li>• Proactively participate as a team player to contribute towards the achievement of team goals and work objectives.</li> <li>• Work in a safe manner having regard for self and others and also contribute to the implementation of Council's work health and safety policies, procedures and practices.</li> <li>• Ensure works comply with quality systems and relevant policies, procedures, practices and legislation.</li> <li>• Actively multi-skill across other areas of Council's works as required and apply a flexible and adaptable approach to deliver on Council's commitments outlined in our delivery and operational plans.</li> </ul>	

Key accountabilities	<ul style="list-style-type: none"> <li>• Completes regularly recurring activities involving established procedures for which there is general guidance on daily activities.</li> <li>• Coordinates access to and utilisation of the Library and assists with on-the-job training of others in recognised areas of competence.</li> <li>• Assists with job planning and completion by freely exchanging information in relation to straightforward matters.</li> <li>• Undertake a range of activities requiring independence in the application of skills, judgement and analysis of options, subject to routine supervision.</li> <li>• Clearly communicate and coordinate implementation of Library's values and core qualities and behaviours in the workplace</li> </ul>
Skills, knowledge & experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Competent numeracy and literacy skills to enable understanding and application of safety and work related procedures</li> <li>• Current Class HR Driver Licence</li> <li>• Appropriate level of experience in the operation and servicing of such vehicles</li> <li>• Ability to work independently and problem solve issues and situations in a remote environment</li> <li>• Exceptional interpersonal skills with the ability to communicate with patrons, staff and management</li> <li>• Awareness of equal employment opportunity and work health and safety principles</li> <li>• Knowledge of regional/constituent council/local community arrangements</li> <li>• Knowledge of regional book stock categories, including basic divisions of Dewey decimal classification and regional library call numbers and prefix codes</li> <li>• Intermediate skills in Microsoft Office suite and ability to learn new software and systems</li> <li>• Demonstrated conduct aligned with Council's corporate behaviours supporting our values</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Ability to carry out running repairs</li> <li>• Relevant experience in a similar multi-functional role</li> <li>• Knowledge and demonstrated understanding of trends in information technology and their application in a public library</li> </ul>
Values & behaviours	<ul style="list-style-type: none"> <li>• <b>Integrity and passion</b> (trustworthy, trusting, honest and transparent. Always do what you say, in accordance with Council's behaviours)</li> <li>• <b>Initiative</b> (applies good judgement in completing tasks, anticipates requirements without prompt, improves customer service)</li> <li>• <b>Communication</b> (clear, concise, respectful, gains rapport, engaging, willing to help others)</li> <li>• <b>Customer Service</b> (courteous, helpful, professional, effective, timely/accurate advice, exceeds customer expectations, responds calmly)</li> <li>• <b>Teamwork</b> (co-operative, respectful, supportive, helpful, contributes positively, adaptable, flexible and committed to team goals)</li> <li>• <b>Accountability</b> (responsible for decisions, actions, performance and resulting consequences; delivers quality outcomes on time)</li> </ul>
Role description approved	<p>We, the undersigned, agree that the role description outlined above is accepted as appropriate for this position.</p> <p>Employee Name: _____ Signature: _____ Date: _____</p> <p>Manager Name: Gary Ellem Signature: _____ Date: _____</p>