

POSITION DESCRIPTION

Position Title	Weekend Customer Service Supervisor (P/T)
Department	Library and Information Services
Reporting to	Customer Service Team Leader
Location	Strathfield Council Library & Innovation Hub
Grade	10

Organisational Environment and Council Values

Refer to the [Working at Strathfield Council](#) page on our website.

Organisational Structure

Department

People Place and Civic Services is responsible for the provision of services relating to:

- Civic Services
- Library & Information Services
- Community Development

Section

Library and Information Services offer a range of services for the community, including library collections to meet the needs of the community, children's and School Holiday activities, rooms for group use, programs for youth, adults and seniors as well as access to digital technologies and resources.

Position

The purpose of the Weekend Customer Service Supervisor role is to ensure the provision of library and information services with high quality customer service. Working with supervised staff to meet the needs of customer enquiries and requests in a timely manner resulting in a positive customer experience.

Major challenges of the position

The major challenges of the **Weekend Customer Service Supervisor** position are to:

- Supervise and direct weekend staff in the performance of customer service duties
- Liaise with casual staff as required to roster customer service desk shifts
- Ensure high quality customer service is provided whilst working in a busy environment
- Deal appropriately with customers from a diverse range of cultures and backgrounds

- Demonstrate effective communication skills to customers and team members
- Maintain effective working relationships with team members
- Undertake desk shifts as rostered, including weekend and evening shifts as required
- Follow established procedures to accurately process and receipt payments including cash handling and end of day

Key Accountabilities

- Provide high quality customer service through direct interactions and on the telephone.
- Maintain a sound knowledge and practice in the Library Management System to ensure good customer service
- Maintain effective working relationship with team members and monitor and develop individual staff and team performance in responding to and providing services to a diverse range of customers.
- Lead, direct and supervise weekend customer service team to ensure staff are meeting expectations in delivering quality customer service and contributing to the positive image of Council.
- Solve operations problems as they occur and report to Customer Service Team Leader
- Maintain a high level of customer service at all times including during stressful situations, such as when dealing with a large number of customers at the same time or with difficult customers.
- Maintain the positive image of Council by displaying high standards of personal presentation in Council uniform, integrity and respect for customers
- Actively promote Council and Library services and events to the community
- Undertake Customer Service tasks including, Book Locker deposits, issuing, returning and shelving items in an accurate and timely manner
- Contribute to the provision of a safe, welcoming and positive environment for customers
- Maintain a current knowledge of customer service best practice and relevant changes to Library policies and procedures
- Provide basic trouble shooting for library technology and assist customers with the use of equipment such as the Library's catalogue, Book Lockers public computers, photocopiers and self-serve facilities
- Identify the information needs of customers and provide relevant, and accurate information and /or referral
- Deliver services within agreed timeframes
- Demonstrate a cooperative and positive attitude to other employees
- Actively implement Council's EEO policies and procedures, including Cultural Diversity Principles, and monitor that there is no bias or unfair discrimination occurring in the provision of services to a diverse range of customers.
- Other duties as required

Work Health and Safety (WHS) responsibilities

All workers must take reasonable care for their own health and safety and comply and cooperate with reasonable instructions, policies and procedures regarding the safety and health of other persons and workplaces.

Managers and supervisors have a positive duty to exercise due diligence to ensure that Council complies with its safety operations. The employee who occupies these jobs must acquire and keep up-to-date knowledge of Council's work, health and safety systems which include plans, policies and procedures. Managers and supervisors must have an understanding of work health and safety matters within their scope of operations and ensure that processes for compliance are implemented.

All Council workers are expected to:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as affect the health and safety of yourself or others
- Participate in development of safe work procedures and risk assessments with your Supervisor when required
- Actively participate in WHS inductions and training when required
- Wear and use Personal Protective Equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Use and maintain plant or equipment of any kind, including computer and other telecommunication devices in accordance with instructions and procedures
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage as per the SMC reporting procedure
- Participate in accident and incident investigations as required

Certificates of Competency / Licences

Where required for the position, either by legislation, conditions of employment or through SMC policies and procedures, maintain current certificates, licences, operative training etc, and advise of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses that occur at work immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Criteria

Essential

- Diploma in Library and Information Studies or equivalent
- Experience in team leader or supervisory roles in a library
- Experience in working with Library Management System and database use
- Extensive experience in the delivery of quality customer service
- Demonstrated skills in negotiation and conflict resolution
- Highly developed oral and interpersonal communication skills including cross cultural awareness and communication,
- Proven ability to lead an effective team and to develop individual team members
- Demonstrated ability to implement Work Health and Safety policies and procedures, Cultural Diversity Principles and Equal Employment Opportunity
- Valid Class C Driver's Licence

Desirable

- At least two years relevant work experience in a public library or customer service environment

Approval of Position Description

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: _____

Signature: _____

Date:

Manager: _____

Position Description reviewed: June 2021