

Position Description

Position title	Library & Customer Relations Officer
Reports to	Supervisor Southern Libraries
Department	Community & Customer Service
Classification	Level 2 Local Government Industry Award (Stream A)
Last Review Date	31/10/2018

Position Summary

To deliver friendly, effective and efficient library and council services to the community.

Position Specific Accountabilities

- Accountable to supervisor for the effective and efficient day-to-day operation of the Library & Customer Service Centre branch
- Provide accurate advice to customers or refer complex enquiries to supervisor
- Accurately receive, process and receipt all payments.
- Ensure accurate and detailed information is input into Council's Customer Request System
- Undertake assigned responsibilities relating to collection maintenance, promotion and displays
- Assist with the delivery of library programs and activities for adults and children
- Contribute suggestions for annual branch budget, process purchase requisitions and receipt orders as required
- Assist the public in the use of public access PC's
- Enthusiastically promote reading, literacy and lifelong learning

Organisation Responsibilities

- Model ethical and professional behaviour and act with integrity and confidentiality whilst representing Council.
- Adhere to all legislation, Council policies and guidelines.
- Prepare and submit reports for Council and the Executive Leadership team as required.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including: TRC's Safety Management System - TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009* and *Local Government Regulation 2012*, Anti-discrimination and Privacy legislation; and
- Comply with all Work Health & Safety Legislation, and other relevant policies, procedures and legislation.
- Provide direction to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected by Council.

Qualifications

- Working with Children Blue Card (mandatory)

Desirable

- Possession of a Certificate II (or higher) in Library Studies or Business Administration or the willingness to undertake training to acquire these skills

Selection Criteria

- Demonstrated cash handling skills
- Demonstrated customer services skills within a team environment
- Demonstrated time management skills with the ability to work under minimal supervision
- Demonstrated high level oral and written communication skills
- Experience in program delivery

Position Specific Conditions

- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required before any offer of employment.
- This role requires evidence of skills and qualifications and the possession of a current Drivers Licence.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	