Position Description

Title	Library Customer Service Officer
Department	Library – Saddleworth Library & Community Centre
Reporting relationship	Manager Library
Direct Reports	Nil
Award	South Australian Municipal Salaried Officer's Award
Enterprise Agreement	CGVC Enterprise Agreement 2024
Tenure	Permanent Part-time (40 hours per fortnight)
Incumbent	Vacant

Position Objectives & Responsibilities

The position of Library Customer Service Officer is to assist and support the day to day operations of council and library teams.

This position is based at Saddleworth Library & Community Centre and supports customers to access information and resources of council and library services in a positive, efficient and effective manner in accordance with policies, standards and procedures of the Clare & Gilbert Valleys Council and the SA Public Libraries Network.

Library Services

Objective: Assist in the delivery of a range of Library services.

- Contribute to the delivery of our Strategic Plan through the promotion of a range of library programs and services
- Assist library staff with set up and support for the delivery of library programs as required.
- Understand the needs of the Clare and Gilbert Valleys Council area and participate in programs to build and sustain relationships between the Library and the community
- Participate in library circulation services including processing membership registrations; assisting library patrons in the lending, returning and selection of library items and other information services as required

- Assist customers with digital devices, use of equipment, and access to resources
- Perform collection maintenance and administrative tasks as required.

Library Administration

Objective: Participate in a team approach towards the day to day operational requirements of the Library

- Contribute to the development, implementation and review of the Library's operations, services, policies and practices
- Perform electronic and cash transactions
- Maintain statistics as required.
- Assist in creating displays and promotional materials for the library service
- Contribute to the maintenance and presentation of library collections and spaces.

Council Administration

Objective: Participate in a team approach towards the day to day operational requirements of council administrative processes.

- Contribute to the development, implementation and review of council's services, policies and practices
- Perform electronic and cash transactions of council payments
- Maintain statistics as required.
- Communicate Council programs and policies accurately and

Workplace Health & Safety

Objective: Ensure compliance with and observance of all WHS policies, obligations and the undertaking of safe practices by patrons and volunteers.

- Contribute to the overall maintenance of effective and safe working practices for both library patrons, volunteers and staff.
- Observe, and maintain awareness of safe working practices, and report any hazards or risks to the manager.
- Use appropriate equipment provided for health and safety purposes
- Observe any reasonable instructions in relation to health and safety at work
- Comply with Council's WHS Policy and legislative requirements

Person Specification

Knowledge

- Demonstrated knowledge of customer service principles
- Sound knowledge and understanding of Library services and practices
- Sound knowledge of effective human resource management and financial management
- Demonstrated working knowledge of computer software packages including Office; databases, Internet and email
- Sound knowledge of the role, services and functions of Council, Council policies and procedures

Skills

- Effective oral communication skills, particularly when information sharing and interacting with the members of the public
- Effective written communication using print and electronic formats
- Good organisation skills, including time management, ability to prioritise and work in a collaborative team environment

Experience

- Experience working in a customer service, library or local government role
- Experience with business or library automated systems, databases, electronic mail and other relevant IT systems
- Experience using computer-based word processing and spreadsheet applications

Attributes

- Accuracy and attention to detail.
- Demonstrate a high level of interpersonal skills and work ethics, including:
    - Motivation, enthusiasm and reliability;
    - Professionalism and accountability;
    - Be an effective team member;
    - confidentiality, discretion, diplomacy and tact.
    - Ability to work independently when required, display initiative and flexibility.

Job Requirements and Delegations

- Current SA Class C drivers license essential
- National Police Clearance and First Aid
- Observe the Code of Conduct for Council Employees
- Observe Equal Opportunity legislation and principals
- Some weekend and after- hours work may be required
- Attend conferences, seminars and training courses as requested to maintain competencies
- The incumbent is responsible and accountable for adequately managing the corporate records they create and receive, according to relevant legislation, policies and procedures
- The officer is authorised to take any reasonable action to carry out the responsibility and functions delegated to him/her so long as such action does not deviate from established practices and policies as determined by Council and the Chief Executive Officer

Signed: _____ (Employee) ...../...../.....

Approved By: _____ (Manager) ...../...../.....

Date Position Created: ...../...../.....

Date Last Reviewed: ...../...../.....