



## POSITION DESCRIPTION

<b>Position Title:</b>	Library Customer Service Officer
<b>Classification:</b>	<b><i>Band 4</i></b>
<b>Department:</b>	<b>Libraries &amp; Learning</b>
<b>Division:</b>	<b>Community Wellbeing</b>
<b>Date reviewed:</b>	Updated May 2014
<b>Approved By:</b>	<i>Manager Libraries &amp; Learning</i>

### Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives.

#### Our Vision

“Brimbank will be a dynamic centre of Melbourne’s West. We will be a proud, diverse and connected community”.

This vision embraces the needs and aspirations of the whole Brimbank community. Implementing it over the next 20 years will result in improvements to the lifelong learning, health and wellbeing of all community members and a community with high resilience, hope and achievement.

#### Our Values

For Brimbank City Council employees and the Council, to be the best at what they do and achieve the community vision and Council strategic intent and mission, their actions and decisions are guided by a set of five fundamental and unifying values:

These are our Values:

- We show **Respect**
- We act with **Integrity**
- We work **Together**
- We **Communicate** openly
- We strive for **Excellence**

## The role of the Libraries & Learning Department

### Vision

The Libraries & Learning Department embraces diversity and engages with the community through innovative services, programs and partnerships that empower and inspire the achievement of lifelong learning and aspirations.

### Mission

We engage, connect and inspire our community by delivering;

- Exceptional customer service provided by knowledgeable, adaptable and enthusiastic staff;
- Innovative and accessible technology, spaces and collections that support recreation, education and employment;
- A range of targeted programs in the community, in the libraries and online.

Staff working in the Libraries & Learning department are supported and guided by a series of documents including: Library Competency Framework, Community wellbeing Divisional Plan, Community Plan, Brimbank Community Learning Strategy and the Social Justice Charter.

## Position Overview

This position has a key role in the day to day delivery of library services to the community.

A key responsibility of staff is to seek opportunities to engage with customers and support their use of the library space , services and collections including the self service facilities through a roving customer service approach

Staff will be rostered in the customer service area and will undertake a variety of tasks that include: supporting customer use of space, technology and equipment, maintenance of collections in the library through shelving, tidying and display and assisting with programs and activities.

Hours worked may be allocated across the service and will include evening and weekend shifts.

## Position Purpose and Objectives

- Proactively support and promote the day to day delivery of programs, services and collections
- Provide excellent proactive customer service in a library environment that supports community learning and utilises a range of technologies
- Undertake other duties appropriate to the position as required

## Key Responsibilities and Duties

1. Actively promote library programs and activities to the community
2. Actively assist and support the planning and delivery of library programs and activities
3. As part of the library team ensure that the presentation of the library is at a high standard and maximises access and promotion of collections to the community
4. Respond to and resolve customer queries and concerns
5. Action simple reference enquiries
6. Support customer use of technology and library systems including basic IT troubleshooting and general use of technology
7. Undertake broad branch duties that contribute to the effectiveness of the team

### Physical requirements of the role

Substantial manual handling is an inherent physical requirement of working in this role. The position requires:

- significant periods of standing
- sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching
- use of computers and office equipment, including scanning library materials

### Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 1995 and federal legislation in regard to Equal Opportunity.

### Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- **Executive – Establish**, maintain, evaluate and continuously improve Council's OHS management system
- **Managers, Coordinators, Team Leaders – Implement**, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- **Employees** – Everyone is an employee - **Conform** to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
  - Take reasonable care for their own health and safety

- Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
- Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
- Use protective equipment or clothing provided by Council at all required times
- Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
- Refer: Occupational Health and Safety Act 2004

### Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Strategy

### Compliance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's Compliance Culture to achieve Compliance and avoid Non-Compliance.
- Adhere to Council's Compliance Policy and Legislative Compliance Program Procedure.
- Do all things reasonably necessary to achieve Compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the Compliance due date.

### Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.

## Organisational relationship/Context

<b><i>Reports to:</i></b>	Branch Coordinator <i>Works under the direction of the Rostered Senior Staff member</i>
<b><i>Supervises</i></b>	N/A
<b><i>Budget managed</i></b>	N/A
<b><i>Major Contacts</i></b>	Community Members Library Staff Council staff

## Accountability

The position works under the indirect supervision of the Branch Coordinator and is accountable for:

- Quality customer service to the community and library customers
- Building and maintaining positive relationships with community members and library customers
- Completion of tasks within set guidelines and or policies/procedures with the ability to exercise some discretion
- Able to plan tasks within position objective expectations
- Proactive promotion of library programs and services

## Judgment and Decision Making

The position is required within the scope of the role to make informed decisions and to solve problems regarding collections and customer service matter referring to senior staff as appropriate.

The position operates within documented policies, procedures, guidelines and other documented information sources. Judgement and discretion is required in the application of these procedures with advice from senior staff always available.

## Specialist Skills and Knowledge

- Skills and experience in IT technology including Microsoft Office, general IT applications and an ability to troubleshoot computers
- Attention to detail and the ability to complete work in a timely, efficient and accurate manner
- Demonstrated understanding of the role of Brimbank Libraries in the community and our focus on learning

## Management Skills

- Ability to manage time and plan and organise own work to achieve position and performance objectives
- Ability to provide on the job training and guidance to other staff members including work experience and industry placement students
- Ability to carry out and maintain systems and procedures relevant to role

## Interpersonal Skills

- Ability to communicate sensitively and effectively with a range of people from diverse backgrounds, cultures and abilities
- Ability and confidence to seek opportunities to engage with customers
- Ability to respond positively to change and pressure in a busy and demanding environment
- Ability to deal effectively with difficult situations within policies and procedures
- Ability to cooperate with others and communicate effectively to meet team goals and resolve problems

## Qualifications and Experience

<b><i>Mandatory:</i></b>	VCE or equivalent Considerable experience in the use of a range of IT applications Customer service experience Working with Children Check
<b><i>Desirable:</i></b>	Certificate in a relevant area to the role including Library Studies, IT, Retail, Hospitality or other community related studies Experience in working in a multicultural environment Ability to speak a community language

## Key Selection Criteria

- Demonstrated ability to deliver programs to the community with a focus on the early years
- Demonstrated communication skills including an ability to create positive working relationships with the community and team members
- Ability to solve problems
- Strong IT skills that support customer use of technology
- Ability to work in an innovative environment embracing change
- Demonstrated flexibility in managing priorities to meet service expectations
- Strong customer service skills and experience
- Ability to work in accordance with our values and behaviours

