



PARRAMATTA CITY COUNCIL

POSITION DESCRIPTION

1. POSITION TITLE:

Library Officer, Customer Service

2. POSITION GRADE:

GRADE 6

3. KEY ACCOUNTABILITIES

This position is directly responsible to the designated Librarian (Parramatta Central Library); Branch Librarian (Branch Libraries) for providing exceptional customer service.

In conjunction with the Designated Librarian:-

- 1) Providing effective Customer Service in a busy library environment;
- 2) Operation of service points;
- 3) Providing Readers Advisory service, including reader education and referral services;
- 4) Providing Community Information;
- 5) Undertakes maintenance and development of the library's collection;
- 6) Organisation and presentation of outreach activities;
- 7) May be responsible for the security of the library in the absence of the Designated Librarian;
- 8) Undertakes filing, use of office equipment such as photocopy, fax machine, telephone system;
- 9) Assists with petty cash & bank deposit;
- 10) Undertakes referral of building maintenance, equipment requirements, building security problems;
- 11) Assists with cataloguing of Branch collections;
- 12) Assists with day to day operations of the Branch Library;
- 13) Undertakes marketing the library and services and promotional activities;
- 14) Maintaining knowledge of the Local Community and Library Services and its collections;

- 15) Ensure EEO, OH&S and the principles for a culturally diverse society and Council policies are complied with at all times;
- 16) Contribute to improved customer service and organisational effectiveness, by acting ethically, honesty and with fairness.
- 17) Understanding of NESB needs and resources in the local area

4. KEY ORGANISATIONAL ACCOUNTABILITIES

Ensure safe work practices are adopted in the work area and contribute to the development and maintenance of work method statements.

Report injuries, accidents, incidents and near misses in areas the work area and on the corrective actions taken to prevent reoccurrence.

Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare.

Use and properly maintain appropriate safety clothing and personal protective equipment.

Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times

Contribute to improved customer service and organisational effectiveness, by acting ethically, honesty and with fairness

5. QUALIFICATIONS, EXPERIENCE AND ESSENTIAL COMPETENCIES

QUALIFICATIONS

Completion of a recognised TAFE Certificate or extensive relevant experience.

EXPERIENCE

Previous experience working in a busy library environment

COMPETENCIES

Core

Ability to work week nights and weekends at all of Council's customer service points

Outstanding commitment to customer service and demonstrated ability to focus on customer needs

Working verbal communication skills

Well developed skills to work as part of a team

Well developed ability to work with minimal supervision

Well developed ability to prioritise and work under pressure

Well developed understanding of current information technology

Well developed understanding of current software functionality

Maintaining a working knowledge of library policies and procedures

Well developed ability to meet deadlines

COL006	Use AMLIB (Library Management) as CAT Officer at an intermediate level.
CULLB201	Assist clients to use an information service effectively.
CULLB206	Assist with circulation services.
CULLB301	Participate in a work team.
CULLB303	Accession and process resources.
CULLB304	Contribute to promotional programs and activities for clients.
CULLB409	Maintain service area environment, resources and equipment.
CULLB502	Deliver information literacy programs for clients.
CULLB514	Provide assistance for research and projects.
CULMS202	Assist clients to access services and facilities.
CULMS203	Assist in maintaining public areas.

Job Specific

Well developed skills in storytelling, class visits, craft sessions, and artwork.
Working understanding of EEO and OHS
Working understanding of NESB needs and resources in the local area

6. DESIRABLE QUALIFICATIONS, EXPERIENCE AND COMPETENCIES

BSBPM402A	Apply time management techniques
BSBPM404A	Apply quality management techniques
BSBPM405A	Apply human resources management approaches
BSBPM406A	Apply communications management techniques
BSBPM408A	Apply contract and procurement techniques
CHCCOM3A	Utilise specialist communication techniques
CHCNET1A	Participate in networks
COL056	Use Oracle CRM - Customer Relationship Manager as COL CI Level 2 at an intermediate level.
COL119	Use RMS as Booking Officer at an intermediate level.
CULLB506	Catalogue and classify material.
CULLB507	Contribute to collection development.
CULLB703	Facilitate client learning.
PARSW04	Operate spreadsheet software at a basic level.
PARSW07	Operate presentation software at a basic level.
PARSW13	Operate document publishing software at a basic level.
PARSW23	Operate Lotus Notes at an intermediate level.
PSPGOV502A	Develop, provide, promote and evaluate client services

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position

Before an offer of employment can be made an employment screening check consisting of a criminal record, apprehended violence and disciplinary proceedings is required of any prospective employee

7. ORGANISATION CHART

8. SIGNATURES

POSITION HOLDER:

UNIT MANAGER:

GROUP MANAGER:

DATE:

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