



GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE:	Library Customer Service Officer
CLASSIFICATION:	Band 3
LOCATION:	Based at the Bendigo Library but may work at other locations
TENURE:	Fixed Term for 12 months
FRACTION:	0.62EFT (21.7 hours per week)

About the Goldfields Library Corporation

The Goldfields Library Corporation (GLC) services the Council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the eLibrary, 9 library branches, and 8 library agencies.

Our population base is growing and includes some of the fastest growing regional Councils, in Macedon Ranges and Greater Bendigo.

Our Corporation is privileged to be serving the diverse communities across 13,000km² of Central Victoria. Our staff strive to engage with and empower our communities with the services and programs we provide. We take pride in upholding excellence in customer service, and the quality and relevance of the services we deliver. Our workplace encourages; innovation, continuous improvement and learning, respect and fairness, and we strive to work collaboratively and cohesively. Building and fostering a dynamic team is at the forefront of our goals.

Vision

Explore, Engage and Create with Goldfields Libraries

Mission

We will enrich our communities by providing;

- Welcoming and inclusive spaces
- Friendly helpful and knowledgeable staff
- Access to information, collections and technology
- Programs for learning, creativity and recreation

Goals

Collections: A collection that encourages learning, enjoyment, imagination and enriches our culture.

Programs: Programs that support enjoyable opportunities for social connection, creativity and learning opportunities.

Technology: Innovative infrastructure and digital services that inspire and excite our community and enhance service provision.

Spaces: Welcoming and functional spaces.

Our people: Engaged and motivated staff that enable our communities to benefit from our collections, technology, programs and spaces.

Governance: The Board and staff work collaboratively to ensure organisational sustainability and equity of access.

POSITION SUMMARY

The Library Customer Service Officer is responsible for providing day to day service to enhance the community access to and enjoyment of library services. This position will deliver high quality, customer focussed services to library users in a self-serve environment within the framework of Library Plan and policies and procedures.

POSITION RESPONSIBILITIES

Customer Service

- Ensure an effective first line response to customer service enquiries
- Provide assistance and advice to customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary
- Provide courteous, effective and consistent service to all customers based on a high level of knowledge of library collections and programs.
- May spend 70% - 100% of rostered work hours in direct customer contact
- Assist customers in the efficient use of the OPAC and RFID, and other technologies.
- Assist customers with the internet, computers and other internet enabled devices.
- Provide basic assistance that enhances the technology, information and literacy skills of our customers

GENERAL DUTIES

- Perform a range of general library duties, including but not limited to shelving, tidying, shelf reading, and maintenance of library collections
- Assist with promotional activities and displays as directed by the Branch Manager
- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Ensure customer service and workroom areas are neat and tidy, and provide a welcoming environment for both library customers and staff
- Support the provision of programs and activities
- Work in alignment with the GLC values and organisational goals
- Abide by GLC operational, OH&S and HR policies and procedures
- Partake in the annual workplanning review process
- Partake in professional development activities related to the role
- Partake in programs and events or promotional activities
- Be a valued member and contributor to the greater GLC team

OCCUPATIONAL HEALTH AND SAFETY

The Goldfields Library Corporation is committed to upholding the highest possible standard of occupational health and safety practices, holding staff and patron safety of utmost importance. All employees of the GLC are expected to uphold a strong and supportive OH&S culture, which includes abiding by OH&S policies and procedures at all times, and by participating in professional development and committee meetings associated with OH&S within our workplace.

REPORTING LINE

Reports to:	Branch Manager
Direct Reports	None

AWARD CLASSIFICATION

This Position Description has been classified in accordance with your Enterprise Agreement, including Part B of that agreement, the (former) Victorian Local Authorities Award 2001.

Accountability and Extent of Authority

- The incumbent of this position performs work following specific guidelines and procedures, and under general supervision
- The position is responsible for delivering quality customer service to patrons of our library services, and to provide support to senior employees.

Judgement and Decision Making

- The nature of the work undertaken in this position is clearly defined with clearly documented and accessible procedures. The particular tasks to be performed use existing techniques, systems, equipment and methods. Guidance and advice is always available to the incumbent of this role.

Specialised Knowledge and Skills

- The incumbent of the role is expected to have an understanding of Goldfields Library Corporation operational procedures.

Management Skills

- Good time management skills and the ability to plan and organise one's own work objectives are expected in this position.

Interpersonal Skills

- This position requires skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

Qualifications and Experience

- The incumbent of the position is expected to have achieved at least a Year 10 level of secondary education plus a short industry based training course or some on-the-job training.

KEY SELECTION CRITERIA

- Effective communication skills
- Commitment to excellent customer service in a busy community environment
- Ability to work as an effective team member
- Proficiency in the use of computers, the internet and commonly used technologies
- Ability to partake in and support library programs and activities
- Ability to recognise and adapt to change in the work environment

This position has been approved by:

Name:

Signature:

Date:

Signed by the incumbent:

Name:

Signature:

Date:

Organisational Structure (Jan 2017)

