



POSITION DESCRIPTION

TITLE: CUSTOMER SERVICE ASSISTANT – LIBRARIES
LEVEL: 2
DEPARTMENT: COMMUNITY AND REGULATORY SERVICES

CORE VALUES:

The Organisational Vision “a tropical, liveable city that creates opportunity and choice for our community” supported by five core values: customer service, accountability, respect, excellence and solidarity. These drive our culture by focussing on improvement, acting with integrity, being accountable and ensuring we communicate with clarity.

POSITION OBJECTIVE:

To ensure the City of Darwin is a high performing capital city valued by its community, the main objective of this role is to provide a consistent high quality customer service to library customers at all library service points.

KEY RESPONSIBILITIES:

- Engage, support and connect library users with services, resources and activities.
- Assist customers in the library with general enquiries and the use of social media.
- Support customers in the use of PCs and self-serve technology.
- Operate the library management system.
- Explain procedures and regulations to library customers.
- Assist customers in the use of e-books.
- Participate in library activities and attendance at special events.
- Participate in staff development activities including internal and external training.
- Maintain order of library collections through shelving, sorting and shelf reading.
- Commitment to uphold and promote councils vision for making Darwin a high performing capital city valued by its community by behaving in a manner consistent with Council's Core Values.
- Comply with health and safety responsibilities as set out in legislation and Council's Standards on WHS Duties and Responsibilities.
- Undertake any other duties within the skill and scope of the position, as directed.

ORGANISATIONAL RELATIONSHIP:

- Reports to the Manager Library at the library service point that you report for duty.

REQUIREMENTS OF THE POSITION:

- Possession of a Class C Drivers Licence.
- Possession of an Ochre Card.
- Successfully complete a pre-employment medical assessment.
- Hours of Work: (4) hours daily Monday to Friday and every alternative Saturday and occasional Sundays.

SELECTION CRITERIA:

SC1	Demonstrated customer service experience and the ability to deliver exceptional service to the wide range of library users.
SC2	Demonstrated interest and enthusiasm for working in a dynamic, community focused, technology driven public library environment.
SC3	Demonstrated understanding of the Internet, computers, websites, and current IT trends.
SC4	Demonstrated previous experience working effectively in a team environment.
SC5	Good verbal communication and interpersonal skills.

I, _____ do hereby declare that I have read and understood this document and am fully aware of my obligations. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____

Dated: _____

APPROVED: General Manager Community and Regulatory Services

Date: February 2019



SALARY PACKAGE LEVEL 2

\$70,250 (Step 1) - \$75,816 (Step 4) (approx)
(including super and allowances)**

Base rate (step 1)	\$61,650 (\$32.71 per hour)
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Super 9.5%	\$5,857
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Leave Loading (6 weeks @ 17.5%)	\$1,245
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District Allowance

No Dependants	\$1,498
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Dependants	\$2,611
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Total:

No Dependants	\$70,250 (approx) step 1** \$74,703 (approx) step 4
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Dependants	\$71,363 (approx) step 1** \$75,816 (approx) step 4
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**Positions are started generally at step 1 of the salary range and progress on the employees anniversary to the next step (subject to satisfactory performance). Super and allowances increase accordingly. District allowance does not increase