

Develop your career with Cairns Regional Council, an innovative employer that listens, respects and values your contribution. We're proud of our community and the key role you can play in making the Cairns region a great place to live, work and learn. Our commitment to high quality services means that we need talented, committed people – we need you!

Applications are hereby invited for the following position:

Casual Library Assistant

REQUISITION NUMBER: 1084

LOCATION: Various Library Branches

HOURLY RATE: \$36.94 - \$40.43 per hour plus casual loading

APPLICATIONS CLOSE: Sunday 3 May 2026 at 11:30pm AEST

Applicants must submit a separate application for each vacancy and quote the Requisition Number.

As part of the selection process applicants may be required to undertake some or all of the following pre-employment assessments / checks:

- Pre-employment Medical, which will include a drug and alcohol test.
- National Police / Criminal History Check.
- Directorship Check.
- Right to Work in Australia Check.
- Qualification / Licence Verification.
- Working with Children & Young People (Blue Card) Verification.
- Practical Assessment.
- Numeracy and Literacy Assessment.
- Computer Skills Assessment.

Your application must consist of the following information:

CHECKLIST

- ☒ Covering Letter addressing the three main elements under the selection criteria:
 - ☞ **Qualifications**
 - ☞ **Knowledge, Skills and Expertise**
 - ☞ **People Oriented Skills and Attributes**
- ☒ Copy of Current Resume

Applications should be addressed to:

**Director People & Organisational Performance
Cairns Regional Council**

Applications must be submitted online at:

[Vacancies & Applications | Cairns Regional Council](#)

**CAIRNS REGIONAL COUNCIL IS AN EQUAL OPPORTUNITY EMPLOYER, PROMOTING
WORKPLACE DIVERSITY AND A SAFETY CULTURE WITH A SMOKE FREE ENVIRONMENT**

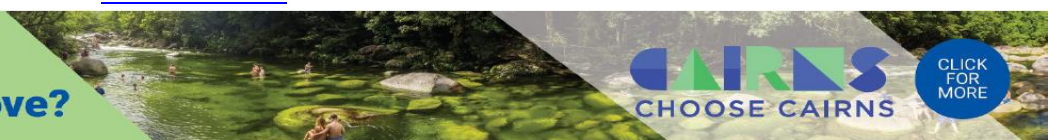
Agency applications are not being accepted at this stage.

CAIRNS REGIONAL COUNCIL **GENERAL CONDITIONS OF EMPLOYMENT**

<u>POSITION:</u>	Casual Library Assistant – CU023 Requisition Number – 1084
<u>POSITION STATUS:</u>	Casual
<u>LOCATION:</u>	Various Library Branches
<u>AWARD:</u>	Queensland Local Government Industry Stream A Award – State 2017.
<u>CLASSIFICATION:</u>	Level 2
<u>HOURLY RATE:</u>	\$36.94 - \$40.43 per hour plus casual loading. Level on appointment will be dependent on qualifications and experience. A locality allowance is also payable \$659.00 with no dependants and \$1,318.00 with dependants.
<u>SUPERANNUATION:</u>	The mandatory employer Superannuation Guarantee Rate is currently 12%. After the first year (12 months) of service employees (except casuals) are required to contribute an extra 6% (pre-tax or post-tax). Note: An employee may choose to contribute prior to completing one year of continuous service. All employees have the option to salary sacrifice their mandatory or other personal contributions (pre-tax) or they may opt to contribute post-tax. Note: Employees can reduce or opt out of their contribution at any time by providing written notice to the Council.
<u>PRE-EMPLOYMENT ASSESSMENT:</u>	As part of the selection process applicants may be required to undertake some or all of the following assessments / checks: ○ Pre-employment Medical, which will include a drug and alcohol test. ○ National Police / Criminal History Check. ○ Directorship Check ○ Right to Work in Australia Check ○ Working with Children & Young People (Blue Card) Verification ○ Qualification / Licence Verification ○ Practical Assessment ○ Numeracy and Literacy Assessment ○ Computer Skills Assessment
<u>EMPLOYMENT ELIGIBILITY:</u>	To be eligible to apply for a position at Cairns Regional Council, you must fulfil one of the following criteria: ○ Australian Citizen ○ Permanent resident of Australia ○ New Zealand Citizen ○ Entitlement to work visa
<u>PROBATION PERIOD:</u>	A six (6) month probationary period will apply to the successful candidate.
<u>CLOSING DATE:</u>	Sunday 3 May 2026 at 11:30pm AEST

CHOOSE CAIRNS: [Choose Cairns](#)

**Thinking of
making a move?**



CAIRNS
CHOOSE CAIRNS

CLICK
FOR
MORE

<u>POSITION:</u>	Casual Library Assistant
<u>DIRECTORATE</u>	Lifestyle & Community
<u>BRANCH:</u>	Creative Life
<u>UNIT:</u>	Library Services
<u>ORGANISATIONAL RELATIONSHIP:</u>	Reports to: Business Support Supervisor
<u>AWARD CLASSIFICATION:</u>	Level 2
<u>CONDITIONS OF EMPLOYMENT:</u>	Qld Local Government Industry (Stream A) Award – State 2017. Commitment to Council's policies, procedures, Enterprise Bargaining Agreement, and other legislative requirements in relation to Best Practice, Equal Employment Opportunities (EEO), Anti-Discrimination and Council's Code of Conduct.
<u>LOCATION - VARIOUS:</u>	The employee will be required to work at any of the eight (8) library locations: Babinda, Gordonvale, Edmonton, Earlville, Manunda, City, Stratford, Smithfield libraries. It is a requirement of the position that the employee is flexible as locations may vary with short notice.
<u>HOURS OF DUTY:</u>	Casual as required as per the rostered system. Rosters include weekend work and school holidays.
<u>DELEGATIONS:</u>	Delegations as per the Delegations Register.
<u>WORK HEALTH & SAFETY RESPONSIBILITIES:</u>	Council wants all staff to 'Go home safe and well today and everyday' and at all times stay within the 'Safety Circle' by taking reasonable care for their own health and safety, take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and comply with any reasonable instruction given by their supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.
<u>JOB DEMAND CATEGORY:</u>	Category - Medium
<u>PRIMARY OBJECTIVES OF THE POSITION:</u>	• Deliver high quality customer focussed services by assisting with enquiries, supporting technology needs and ensuring a welcoming experience for all community members. • Carry out essential library operations, including circulation tasks, shelving, processing of items and provide general technology support to customers and to maintain smooth day to day service delivery. • Contribute to core library programs and activities, such as First 5 Forever, events and promotional activities.
<u>KEY DUTIES AND RESPONSIBILITIES:</u>	Duties and responsibilities include but are not limited to: • Provide high quality, customer focussed service by assisting customers to access and use library resources and services including the catalogue, online databases, digital collections and technology. • Provide reference and information services, including online information retrieval, guidance on library resources, support with inter-library loans, and assistance with equipment and digital literacy needs. • Carry out daily circulation workflows, including issuing, returning, renewing and processing library items ensuring accurate handling and efficient service delivery. • Shelf library resources and maintain shelf order and presentation to support easy access and browsing.

Position Description

- Provide effective technology support to customers, including assistance with devices, printing, scanning and basic troubleshooting to build digital capacity within the community.
- Assist with collection maintenance tasks such as accessioning, processing, repairs, weeding, stocktake and associated tasks as directed.
- Actively participate in the delivery of library programs and events, including but not limited to Storytime and baby-rhyme time, technology sessions, outreach, promotions and lifelong learning activities.
- Support and guide new employees, volunteers, and work experience participants by sharing knowledge of library systems, catalogues, procedures, and customer service practices.
- Maintain safe, tidy and welcoming library spaces, ensuring equipment is clean, operational, and used in accordance with safety procedures.
- Complete administrative tasks, including maintaining statistics, preparing financial reconciliations, handling phone and email enquiries, and updating business systems.
- Support and adhere to Council's work health and safety processes, systems, and responsibilities to ensure a safe environment for staff, customers, volunteers, and contractors.
- Maintain up-to-date knowledge of library resources, digital tools, and emerging technologies, and participate in training and professional development as required.
- Perform physical tasks required for the position, including bending, lifting, reaching and pushing light loads.
- Ensure corporate information is accurately captured and managed in accordance with Council's recordkeeping policies and procedures.
- Undertake other duties as directed to support the effective delivery of library services.

SELECTION CRITERIA

Essential:

Qualifications

- Completion of Year 12 or equivalent, or experience deemed as to provide comparable skills and knowledge.
- Current Qld Drivers Licence and ability to independently drive between all library and business locations to meet operational needs.
- Current Blue Card (Queensland's Working with Children Check). No Card No Start.

Knowledge, Skills & Expertise

- Strong literacy and numeracy skills with a high level of accuracy and attention to detail.
- Demonstrated digital literacy and confidence using computers, devices and relevant technology to support customer needs.
- Demonstrated ability to organise and prioritise workloads, follow procedures and meet set deadlines in a fast-paced environment.

People Oriented Skills & Attributes

- Strong customer service focus with demonstrated ability to deliver positive and professional customer service experiences.
- Demonstrated ability to work cooperatively and effectively in a team-based environment.
- Well-developed communication and interpersonal skills.
- Flexibility and willingness to work within a roster system, including evenings and weekends as required.

Desirable:

Knowledge, Skills & Expertise

- Experience working in public libraries or related customer facing environment.
- Experience working with children and/or delivering early years programs and/or activities.
- Experience in the delivery of programs, events, or community engagement events.

PERFORMANCE INDICATORS:

It is expected the incumbent will:

- Complete all assigned tasks efficiently, accurately, and within required timeframes.
- Consistently provide high quality customer service, engaging positively with all library users and addressing enquiries in a friendly and professional manner.
- Work collaboratively as part of a team in a corporate and customer service environment.
- Maintain a sound working knowledge of Council policies, procedures, and library service standards, applying them appropriately in day-to-day activities.
- Present a professional image at all times, including personal appearance, behaviour, and communication.
- Actively participate in core library programs and activities, including Storytime, baby-rhyme time and other promotional or community engagement initiatives.
- Demonstrate reliability by being punctual and dependable in all aspects of work.
- Comply with Cairns Regional Council Code of Conduct and Cairns Libraries Customer Service Standards at all times.