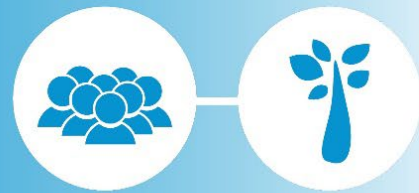


# POSITION DESCRIPTION

## Library Service Officer (Bendemere)



### About the position

#### Profile

Position title	Library Service Officer (Bendemere)
Position number	0669
Department	Bendemere Economic Development and Lifestyle
Current location	Jackson Library
Classification	Queensland Local Government Industry (Stream A) Award – State 2017 – Level 2
Reports to	Director - Bendemere
Date last reviewed	15 October 2024

#### Purpose

To contribute to the efficient and effective operations of Jackson's Library.

#### Key responsibilities

##### Library Services

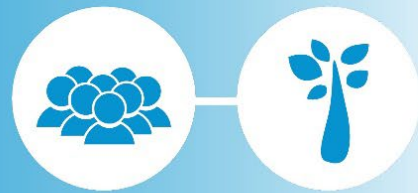
- Undertake maintenance activities for library memberships, including data audits to ensure information is accurate.
- Process incoming and outgoing library resources.
- Follow-up with customers on overdue items.
- Keep accurate records & statistics to comply with requirements, as determined by State Library of Queensland (SLQ) and Council.

##### Customer Service and Administrative Functions

- Provide high quality telephone and in person support to internal and external customers on a range of library related matters.
- Submit, monitor and action customer requests in accordance with Council's *Customer Service Charter*.
- Ensure any business documents or correspondence are recorded in Council's record management system and customer request system (if appropriate).

# POSITION DESCRIPTION

## Library Service Officer (Bendemere)



### Workplace Health & Safety

- Report unidentified Health & Safety hazards and any associated risks.
- Assist with Health & Safety risk elimination and/or risk reduction strategies.
- Participate in Council's Health & Safety Management System requirements.
- Comply with reasonable direction with regard to Health & Safety.
- Take reasonable care of your own Health & Safety.
- Ensure your own acts or omissions do not adversely impact the Health & Safety of others.

### Other

- Undertake duties within the skill level, competence and training, consistent with the applicable level within the Award, in any area of Council as required.
- Assume the accountabilities and responsibilities as per the relevant role dimensions and delegations for the position.
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals:

### Our values

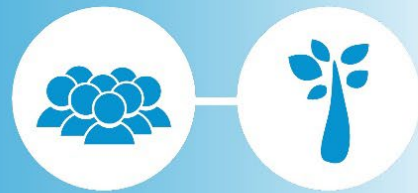
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

### Our teams' goal

- ✓ **Quality** in our services and projects
- ✓ **Safety** of our teams and community
- ✓ Management of our natural and built **Environment**
- ✓ **Affordability** of our current and future communities

# POSITION DESCRIPTION

## Library Service Officer (Bendemere)



### About the person

#### Qualifications and licences

##### Mandatory qualifications and licences

To be successful you will need to demonstrate that you meet the below mandatory requirements for the role:

- Current C (Car) Class Driver Licence

#### Required skills and experience

- Well-developed interpersonal skills with the ability to establish and maintain positive relationships with internal and external stakeholders at all levels.
- Administrative skills with good attention to detail and ability to accurately collect and collate data.
- Proven organisational skills, with the commitment and ability to work with minimal supervision.
- Demonstrated ability to work cooperatively, within a team environment.
- Well-developed computer skills with the ability to use programs such as Microsoft Suite (Outlook, Word, Excel, PowerPoint) and ability to provide advice and guidance to customers.
- Ability to demonstrate a strong commitment to Maranoa Regional Council's values and team goals.
- Previous experience working within a library, local government or similar environment will be highly regarded but is not essential.