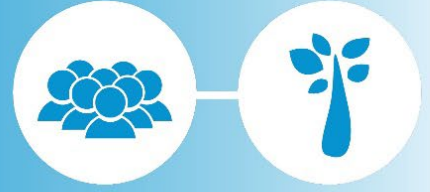


POSITION DESCRIPTION

Library & Customer Services Officer



About the position

Profile

Position title	Library & Customer Services Officer
Position number	1029
Department	Customer Experience & Library Services
Current location	Regional
Classification	Maranoa Regional Council Certified Agreement 2023 / Queensland Local Government Industry (Stream A) Award – State 2017 – Level 3
Reports to	Coordinator – Customer Experience Services (0324)
Date last reviewed	29 May 2026

Purpose

To be the welcoming, professional first point of contact for the community, ensuring consistent access to Council services, information, and support across all channels.

This position provides frontline services for Customer and Library Services.

For Customer Experience, the role provides frontline service for enquiries, transactions, and requests, while also supporting business processes such as facility bookings. By combining accuracy with care, the role helps deliver Council's **"One Region, One Team"** vision, ensuring services are accessible, well-managed, and trusted.

For Library Services, the role fosters access to lifelong learning, literacy and digital inclusion while ensuring high quality customer experiences across all interactions and maintaining an inclusive and well-presented community space.

This position also provides regional relief to other libraries and customer service centres as required.

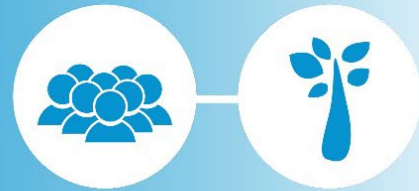
Key responsibilities

Library Services

- Provide circulation, membership, and collection services in line with State Library of Queensland and Council procedures.
- Assist with library programming for diverse age groups, including early literacy, digital help, and community education.
- Support patrons in accessing public computers, Wi-Fi, printing, and online resources.
- Maintain accurate records and statistics to meet reporting and compliance requirements.

POSITION DESCRIPTION

Library & Customer Services Officer



Customer Service

- Serve as a first point of contact for general Council enquiries, including customer request logging and issue resolution.
- Maintain accurate records and statistics, and ensure information is correctly recorded in Council's records and customer request systems.
- Process payments and receipting for Council services (e.g. rates, licenses, registrations).
- Provide high-level service aligned with Council values, promoting positive community interactions.

Facility Operations & Room Hire

- Support room hire bookings using the Bookable platform.
- Coordinate customer inductions, key handover, and basic event preparation.
- Assist in opening and closing of the facility in coordination with other staff.

Relief and Support Duties (where applicable)

- Provide basic support to the Tourism and Community Services Officer during breaks and absences (e.g. greeting visitors or providing basic information).

Workplace Health and 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 regarding Health & Safety.
- Take reasonable care of your own Health and Safety.
- Ensure your own acts or omissions do not adversely impact on 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.
- Undertake opening and closing of the center.
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals:

Our values

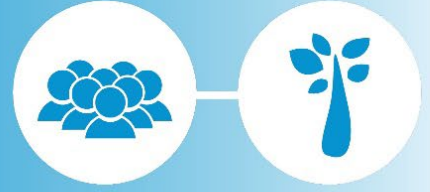
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

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 & Customer Services Officer



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
- Ability to obtain a Blue Card if required for library programming

Required skills and experience

- Strong customer service and interpersonal skills.
- Experience in library or customer-facing environments desirable.
- Confident using Microsoft Office and internet-based platforms.
- Organised and capable of working independently and collaboratively.
- Committed to Council values including transparency, respect, and innovation.