

Position Title	Library Officer		
Position No	10459		
Business Unit	Community Development & Events		
Group	Regional Libraries		
Work Location	Agnes Water Library		
Position Status	Permanent Part Time		
Classification Level	Level B		
Employment Conditions	Gladstone Regional Council Certified Agreement		
Award	Local Government Industry (Stream A) Award - State 2017		
Section	One - Administrative, clerical, technical, professional, community service, supervisory and managerial services		
Reporting line	Librarian Southern Libraries	Position No.	10547

PART A

POSITION PURPOSE

The purpose of this position is to provide an efficient and effective public library and customer service that meets the needs of its members, and other customers; and promotes positive relationships and communication between Council and the community.

POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

Delivery

- Undertake general library duties associated with library services and functions.
- Provide general administration assistance with Library operations and support the Supervisor, Regional Librarian and other Officers.
- Appropriately direct telephone calls to appropriate Officers and re-direct if necessary, to other Council sections.
- Assist with room bookings and venue set-up for meetings and activities as required.
- Accurately process financial transactions via cash, EFTPOS, telephone credit cards and cheques.
- Provide research and selection assistance to Library clients, and ensure presentation of library stock is maintained to a high standard.
- Assist and participate in the delivery of specialised programs relevant to Council Library Services, ensuring positive interactions are experienced by library clients.
- Open and close the Library as required.
- Provide services at other regional library branches as required.
- Provide assistance and advice to Library Assistants.
- Report any issues or concerns to the Supervisor.
- Comply with and apply relevant legislation, specifically *the Work Health and Safety Act and Regulations 2011* in the performance of duties ensuring directions and work undertaken is lawful.
- Comply with statutory obligations of the *Local Government Act 2009, the Work Health and Safety Act 2011 and Regulation 2011* in the performance of duties in order to understand your role, accountability and responsibilities.

Improvement / Operational Excellence

- Work to ensure the integrity of all tasks undertaken are efficiently carried out and completed as per direction and to specifications.
- Where delays, interruptions or changes in work is identified, liaise with line management for an appropriate course of action to minimise issues.
- Carry out regular reviews of tasks to identify where, if any, improvements and or efficiencies can be achieved.
- Analyse current procedures and activities to identify and present opportunities for improvement.

Customer Service (internal & external)

- Promote a customer service culture within Council, ensuring high satisfaction and efficient and safe service delivery.
- Promote a team culture focused on delivery quality customer service to ensure high satisfaction and efficient service delivery to all customers by meeting service level requirements, deadlines and agreed expectations.

- Represent Council and promote a positive image and maintain strong and productive networks within community, business, other local authorities, governance agencies, the private sector and the broader environment.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

These relationships are important for understanding the nature of the interpersonal skills required to successfully perform the role.

- The Executive Leadership Team.
- General Manager Community Development and Events.
- Members of the public.
- Other employees.
- Local businesses.

ESSENTIAL REQUIREMENTS FOR THE ROLE

1. Demonstrated relevant experience, knowledge and skills working in a similar work environment or in a customer service role.
2. Skills and experience recording, reconciling and processing financial transactions, including cash handling.
3. Effective interpersonal, problem solving and communication skills to liaise with library clients.
4. Experience using Microsoft Office Suite, the Internet and operating corporate business systems.
5. Time management, planning and organisation skills.
6. Legally able to drive a motor vehicle in Queensland.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

1. Previous local government experience.

MANDATORY COMPONENTS OF THE ROLE

Mandatory for the position at Council and training will be provided if required.

1. Acquire and maintain current knowledge of the requirements and functions of employees and Council under the *Local Government Act 2009*.
2. Remain abreast of statutory requirements of the *Work Health and Safety Act and Regulations 2011*, *Anti-Discrimination Act 1991*, *Information Privacy Act 2009* and *Right to Information Act 2009* and any other state and federal legislation delegated to Council for enforcement and ensure precise application and continued organisational compliance.
3. Operate Council's corporate business systems.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is an indoor role and requires prolonged periods of sitting at a desk and operating a computer and telephone. The employee may be required to carry out some low level physical tasks which may include manual handling, bending, kneeling, twisting, squatting and lifting.

SUPERVISORY CONTROL AND EXTENT OF AUTHORITY

- Works under regular supervision;
- Oversee and guide a limited number of lower classified officers;
- Freedom to act within established guidelines;
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents, guidelines;
- Assistance available when problems occur.

PART B

KEY LEADERSHIP PERFORMANCE STANDARDS AND EXPECTATIONS

LEADERSHIP

- Promote and inspire others to share ownership of and contribute to Council's vision and goals.
- Role model Council's values; maintain confidentiality and always act in accordance with Council's Code of Conduct.
- Maintain strong and effective relationships across Council incorporating and strengthening collaborative and interdisciplinary teamwork.
- Take a proactive approach to the management of conflicts (and perceived conflicts) of interest for self.
- Seek regular feedback and self-assess personal/professional strengths and weaknesses for development and to pursue professional growth.

- Demonstrate a high degree of personal accountability and self-organisation and take responsibility for maintaining a working knowledge of all legislative and regulatory obligations of Council as they apply to the role.
- Keep abreast of legislation as recorded in position description and any other state and federal legislation delegated to Council for enforcement to ensure effective compliance in the areas of responsibility.
- Act with care, attention and due diligence to exercise decision making in accordance with delegations and instruments of authority relevant to the position.
- Promote a culture of high performance and support others to deliver operational objectives across Council.

HEALTH, SAFETY AND WELLBEING

- Ensure the work environment supports work health and safety (WHS) legislation and systems.
- Encourage, promote and ensure that work has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information.
- Maximise awareness through participation in activities that promotes work health and safety continuous improvement throughout the organisation.
- Ensure you and your colleagues comply with the *Work Health and Safety Act 2011*, policies, procedures and advices with a particular emphasis on risks and duties of workers as well as seeking appropriate on the job training.
- Report workplace health and safety concerns, breaches or incidents to your supervisor or log all incidents into Councils safety system.
- Actively promote identification and correction of hazards and risks including timely investigation and completion of incident investigations.
- Ensure the organisation has work health and safety mechanisms in place that enable consultation and accountability on work health and safety matters.

VALUES AND ETHICS

- Model the highest standards of personal, professional and organisational values and behaviours and maintain a lawful, professional and ethical approach to decision-making and resource allocation
- Deliver open, honest, impartial (free from bias or conflict of interest) and constructive advice to Council.
- Ensure effective systems are in place to ensure Council compliance with legislative responsibilities and requirements.

MANAGE RESOURCES

- Effectively utilise financial, human and asset resources under your control to optimise Council performance.
- Comply with legislative and Council's financial and asset management requirements.
- Provide feedback on the efficiency and effectiveness of resource utilisation.
- Maintain professional networks to enable effective sharing of knowledge and information between Council and other agencies to improve community outcomes and maximise delivery efficiency.

SOCIAL RESPONSIBILITY

- Apply effective community and customer engagement and consultation processes.
- Ensure the work areas activities establish Council as a leader in environmental management.
- Monitor and act on community satisfaction with Council performance.

PART C: SIGN OFF

POSITION APPROVAL

Approved by:	General Manager Community Development & Events
Revised Date:	October 2020

Performance standards for this position will be detailed in an individual bi-annual achievement review plan and may include Key Result Areas and/or Key Performance Indicators. This position description is subject to change from time to time to meet the requirements of Council's strategic direction.