



Position Description

POSITION DETAILS	
Date of PD	March 2017
Position Title	Library Officer (Customer Service)
Position Grade	6
Group Business Unit	Community Services Social & Community Services
Reports to	Branch Librarian
Physical Requirements Category	Category 3 – Combined role with some physical requirements

ABOUT PCC

City of Parramatta Council (CoP) is the 2013 Local Government Employer of the Year. CoP prides itself on changing and adapting to meet the needs of the local community and achieve its vision for the City of Parramatta. The Council supports its people by continued career development and encourages ongoing education and training opportunities to progress within the organisation.

POSITION OVERVIEW

KEY RESPONSIBILITIES

Impact – Delivery

This position is directly responsible to the designated supervisor or otherwise for providing high quality client service.

In conjunction with the Designated supervisor:-

- Providing effective customer service in a busy library environment;
- Operation of service points at all locations;
- Providing Readers Advisory service, including reader education and referral services;
- Providing Community Information;
- Undertakes maintenance and development of the library's collection;
- Organisation and presentation of outreach activities;
- May be responsible for the security of the library in the absence of the Designated supervisor;
- Undertakes filing, use of office equipment such as photocopy, fax machine, telephone system;
- Assists with petty cash & bank deposit;

- Undertakes referral of building maintenance, equipment requirements, building security problems;
- Assists with cataloguing of collections;
- Assists with day to day operations of the library;
- Undertakes marketing the library and services and promotional activities;
- Maintaining knowledge of the Local Community and Library Services and its collections;
- Ensure EEO, WH&S and the principles for a culturally diverse society and Council policies are complied with at all times;
- Understanding of CALD needs and resources in the local area
- Ensure safe work practices are adopted in the work area and contribute to the development and maintenance of work method statements
- Report injuries, accidents, incidents and near misses in areas the work area and on the corrective actions taken to prevent reoccurrence
- Use and properly maintain appropriate safety clothing and personal protective equipment
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times

Communication

- Contribute to improved customer service and organisational effectiveness, by acting ethically, honesty and with fairness.

Innovation

- Contribute to improved customer service and organisational effectiveness, by acting ethically, honesty and with fairness

KNOWLEDGE

Qualifications (Level)

Completion of an ALIA (Australian Library Industry Association) accredited Course (or eligible for membership of ALIA) or relevant experience

Experience

- Previous experience working in a busy library environment

Skills

- Ability to work week nights and weekends at all of Council's customer service points
- Outstanding commitment to customer service and demonstrated ability to focus on customer needs

- Well developed communication skills
- Well developed skills to work as part of a team
- Well developed ability to work with minimal supervision
- Well developed ability to prioritise and work under pressure
- Well developed understanding of current information technology
- Well developed understanding of current software functionality
- Maintaining a working knowledge of library policies and procedures
- Well developed ability to meet deadlines
- Well developed skills in storytelling, class visits, craft sessions, and artwork.
- Working understanding of EEO and WHS
- Working understanding of CALD needs and resources in the local area

Desirable

- Experience in a local government environment

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature Date: