

Gladstone Regional Council

Position Description

Position Title	Library Assistant		
Position No/s	10181, 10800		
Business Unit	Community Development & Events		
Group	Regional Libraries		
Work Location	Gladstone Library		
Position Status	Casual		
Classification Level	Level A		
Employment Conditions	Gladstone Regional Council Certified Agreement		
Award	Local Government Industry (Stream A) Award - State 2017		
Reporting Line	Manager Regional Libraries	Position No.	10172
Appointments Under Legislation	Not Applicable		

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 community members, and other customers; and promotes positive relationships and communication between Council and the community.

POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

- Provide routine publicly available information and service advice to library users.
- Carry out routine library duties and front desk support activities.
- Appropriately direct telephone calls and enquiries to appropriate Officers and re-direct if necessary, to other Council sections.
- Respond to general enquiries from customers and seek further instruction from Senior Officers for unusual matters.
- Perform routine support administration tasks as directed.
- Process financial transactions (cash, EFTPOS, telephone credit cards).
- Undertake courier service role as required.
- Refer any matters that may impact the Library, Council, library users and employees to the Manager Regional Libraries.
- Provide assistance and support to all Library employees and library users.
- Provide services at other regional library branches as required.
- Carry out other essential library duties as required, deemed reasonable and appropriate within skills, competency and training.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

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

- General Manager Community Development & Events.
- Manager Regional Libraries.
- Members of the public.
- Other employees.
- Local businesses.

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ESSENTIAL REQUIREMENTS

1. Previous experience, knowledge and skills to effectively serve library clients and/or previous customer service experience.
2. Experience recording, reconciling and processing financial transactions, including cash handling.
3. Demonstrated ability to work effectively in a team and independently.
4. Sound communication (oral and written) and interpersonal skills.
5. Proficient keyboard skills and experience using Microsoft Office Suite and operating corporate business systems.
6. Must be eligible and willing to obtain on appointment, a positive notice Working with Children Blue Card.
7. Legally able to drive a motor vehicle in Queensland.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

1. Previous local government experience.

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

- This position works under direct supervision.

PART B

KEY PERFORMANCE STANDARDS AND EXPECTATIONS

- Develop, communicate, promote and inspire others to share ownership of and contribute to Council's vision and strategic goals.
- Role model Council's SERVICE values; maintain confidentiality and act in accordance with Council's Code of Conduct.
- Represent the business by promoting a positive image, ensuring customer-focused, efficient and safe service delivery.
- Seek regular feedback and self-assess personal/professional strengths and weaknesses for development and to pursue professional growth.
- Act with care, attention and due diligence to exercise decision making in accordance with delegations and instruments of authority.
- Comply with and apply relevant legislation in the performance of duties ensuring directions and work undertaken is lawful.
- Maintain awareness and take responsibility for identifying and managing risks associated with performance of duties and escalate risks where required.
- Acquire and maintain current knowledge of the requirements and functions of employees and Council under the *Local Government Act 2009*.

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- 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.
- Understand and apply environmental standards, policies and procedures and take all reasonable and practicable measures to minimise harm to the environment including identification and reporting of environmental incidents.
- 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.

ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Performance standards and expectations relating to this position will be detailed in relevant performance and review plans.

POSITION APPROVAL

Approved by:	General Manager Community Development & Events
Revised Date:	June 2022