

Gladstone Regional Council

Position Description

Position Title	Library Officer		
Position No/s	10800, 10181		
Business Unit	Community and Lifestyle		
Group	Regional Libraries		
Work Location	Various		
Position Status	Casual		
Classification Level	Level B		
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 members, and other customers; and promotes positive relationships and communication between Council and the community.

POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

- Undertake general library duties associated with library services and functions.
- Provide general administration assistance with Library operations and support the Manager Regional Libraries, Librarian Information Services 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.
- Responsible for accurately recording financial and non-financial transactions such as processing of payments via cash, EFTPOS, telephone credit card payments and / or 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.
- Provide services at other regional library branches, when required.
- Undertake delivery services 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 and Lifestyle.
- Manager Regional Libraries.
- Librarian Information Services
- Schools and community groups.
- Members of the public.
- Other employees.
- Local businesses.

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ESSENTIAL REQUIREMENTS

1. Demonstrated relevant experience, knowledge and skills working in a similar environment or in a customer service interfacing role.
2. Skills and 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 to liaise with a diverse client base.
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 required to work indoor and outdoor and will require periods of sitting at a desk and operating a computer and telephone. The position also requires the employee to work outdoors carrying out physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, lifting, working in confined spaces, and working at heights.

SUPERVISORY CONTROL AND EXTENT OF AUTHORITY

- This position works under regular 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*.
- 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.

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- 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 and Lifestyle
Revised Date:	December 2023