



## Schedule 2 – Position Description

<b>Position:</b>	Library Officer (First 5)
<b>Incumbent:</b>	Vacant
<b>Position Number:</b>	8029
<b>Directorate:</b>	Communities
<b>Team:</b>	Customer Service
<b>Position Status:</b>	Casual
<b>Classification:</b>	Queensland Local Government Industry Award (Stream A) Level 2
<b>Reports to:</b>	Customer Service Coordinator
<b>Accountable for:</b>	NA
<b>Located:</b>	Longreach
<b>Revised:</b>	March 2024

### Our Vision

Connecting Council and Community

### Our Mission

Delivering Excellent Services

### Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

## Position Objective

This position will be required to assist in the provision of the First5Forever program on a weekly basis at the Longreach Library. Further the position will be required to assist in an innovative, effective, cost efficient and quality customer focused library based in Longreach.

## Position Responsibilities

- Provision of efficient and high quality customer service.
- Provision of the First5Forever program on a weekly basis.
- Carry out circulation and information services according to the library policies and procedures to ensure quality customer service.
- Assist in promotion of library services and resources to the community to ensure greater awareness and access to the library.
- Promote and deliver a range of library programs including story time, learning and informative sessions.
- Undertake administrative and word-processing duties, photocopying and faxing as required.
- Ensure that the Library is locked and secure at all times.
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by your accountable supervisor or the Chief Executive Officer.

## Position Requirements

### Skills

- High level of organisation and prioritisation skills to effectively manage multiple tasks/activities.
- Demonstrated written and verbal communication skills.
- Demonstrated customer service skills and ability to assist customer with queries/complaints.
- Demonstrated ability to plan, coordinate and organise works activities relevant to the function area.
- Demonstrated numeracy skills together with adequate data entry skills.
- Demonstrated skills required to identify, analyse and problem solve.

### Knowledge

- Demonstrated knowledge and understanding of Library policies and procedures.
- Knowledge and understanding of good customer service principles.
- Basic knowledge of cash handling and banking procedures.
- Understanding of general administration procedures.
- A good understanding of how to maintain a safe working environment.

### Mandatory Experience/Qualifications

- Demonstrated experience in customer service role.
- Demonstrated experience and knowledge in the operation of IT equipment such as computers.
- General knowledge, interest in literature and current affairs and community focussed.

### Desirable Experience/Qualifications

Experience in the provision of library services or having performed a similar role.

## Delegations and Authorisations

NIL

## Physical Requirements

### Physical Demand Category

- Sedentary Work  
 Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.  
 Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.  
 Heavy Work – Frequent lifting/carrying of objects weighing up to 25kgs.

### Audio-Visual Demands

- Depth Perception    Colour Discrimination    Peripheral Vision    Hearing

### Specific Actions Required

This job may include:

- | Standing/Walking                               | Sitting  | Driving  |
|--|--|--|
| <input type="checkbox"/> None                  | <input type="checkbox"/> None                  | <input type="checkbox"/> None                  |
| <input checked="" type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input type="checkbox"/> 1-4 Hours             | <input type="checkbox"/> 1-4 Hours             | <input type="checkbox"/> 1-4 Hours             |
| <input type="checkbox"/> 4-6 Hours             | <input type="checkbox"/> 4-6 Hours             | <input type="checkbox"/> 4-6 Hours             |
| <input type="checkbox"/> 6-8 Hours             | <input type="checkbox"/> 6-8 Hours             | <input type="checkbox"/> 6-8 Hours             |

### Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Repetitive Motions

- Simple Grasping    Fine Manipulation    Pushing & Pulling    Finger Dexterity    Foot Movement

### This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Plant operation with maximum seat rating of 150kgs

## Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC – SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.

- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management.

## 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.

<b>Authorised By:</b>	Director of Communities
<b>Signature:</b>	
<b>Date:</b>	
<b>Present Incumbent:</b>	Vacant
<b>Signature:</b>	
<b>Date:</b>	