



## POSITION DESCRIPTION

# CUSTOMER EXPERIENCE OFFICER

### PRINCIPAL OBJECTIVES

Creating exemplary customer experiences by sharing knowledge and skills that enrich customer's lives

- 1. POSITION TITLE:** Customer Experience Officer
- 2. REPORTS TO:** Librarian
- 3. LEVEL:** L3/4
- 4. AWARD/AGREEMENT:** City of Melville Over Award Classification
- 5. POSITIONS REPORTING:** Nil



## **6. PRINCIPAL RESPONSIBILITIES & DUTIES:**

- Warmly welcome customers into our libraries and ensure an exceptional experience using initiative and product knowledge to resolve requests and add value to enrich experiences.
- Initiate conversations, talking to our library customers about the resources, promotions, programs and services available at the City of Melville.
- Assist the Team Leader, Librarians and Cultural Development Team in continuous improvement of community access to information, resources, programs and events.
- Assist in the delivery of programs and services.
- Encourage new memberships and maintain current membership and item information on the library system.
- Assist library customers with enquiries, share knowledge and support and train in the use of technology and digital resources.
- Assist with collection maintenance and collection requests
- Support our home library service customers through customer knowledge and profile development to select and process resources.
- Provide administrative support including money handling and reconciliation.
- Actively participate in training and development programs and take responsibility for self learning to enhance our value of lifelong learning.
- Work proactively within the organisation to promote, support and adhere to a holistic OSH culture and associated policies and procedures.
- Demonstrate behaviours that reflect the organisations values and supports cross functional teams and meets customer and organisational needs.
- Comply with all relevant environmental legislation, regulations and standards.
- Assist with the implementation of Quality Assurance Principles including identifying improvements.
- Required to participate in Continuous Improvement Teams and Audit teams.
- Act as Duty Officer as required and take responsibility for the operation and security of the Library.
- Undertake other tasks as directed that is within scope and level of the position.
- Undertake regular rotation to different libraries.

## **MANDATORY ORGANISATIONAL TRAINING:**

- Code of Conduct Training
- Occupational Health and Safety Training
- Customer Service and Complaint Management Training

## **7. ESSENTIAL QUALIFICATION AND LICENCES:**

- Desirable – Completed Secondary School Year 12 or higher education
- Desirable – Bachelors Degree or working towards a Bachelors Degree

## **8. EXPERTISE – EXPERIENCE & KNOWLEDGE:**

- Previous experience in a customer-focused environment
- High levels of technology experience and confidence to share skills in digital training and trouble shooting
- Social media knowledge and experience
- Knowledge of books, authors and current trends in reading
- Talents, hobbies and skills to share and enhance our creative culture of life long learning

## **9. SKILLS:**

- Exceptional customer service skills
- Well developed interpersonal and communication skills
- Ability to develop and maintain relevant information technology skills to provide assistance, train and trouble shoot digital enquires
- Ability to use initiative to resolve requests and enquiries of library customers
- Ability to work as part of a team or autonomously
- Effective time management skills
- Money handling and reconciliation skills
- Facilitation and presentation skills.

## **10. JUDGEMENTS:**

- This position works under direct supervision.
- Degree of control over activities is governed by work practices, standards, procedures and guidelines.