

**ROLE NAME:** Senior Customer Service Officer

**REPORTS TO:** Coordinator Library Branches

**ROLE OBJECTIVES:**

1. Direct delivery of the full range of complex Council and Library Services through Council's Libraries in a face to face phone and online environment.
2. Supervise day to day operations of the library service desk / library branch as rostered
3. Act as referral point for Customer Service Officers in regard to complex transactions or conflict situations
4. Efficiently and effectively resolve customer enquiries and complaints on a range of complex Library and Council services within agreed guidelines or in consultation with specialist staff.
5. Work cohesively as part of a team, building relationships, sharing knowledge and skills and working to "close the loop" on customer interactions within agreed guidelines.

**OUTPUTS:**

1. Deliver accurate information to customers in a timely manner, enhancing customer satisfaction levels
2. Effectively and efficiently process a range of applications, transactions and payments including complex transactions for Council and Library
3. Undertake day to day operations in the Library as rostered
4. Actively participate in service planning activities facilitating maximum utilisation of the facility and delivery of service to required levels
5. Participate in the maintenance of standard operating procedures and processes.
6. Participate in the delivery of a range of library programs & activities
7. Assist in the training of new team members

**PERFORMANCE MEASURES :**

1. Achievement of Team measures
2. Customer satisfaction levels
3. Completion of annual personal action plan

**GROUP** Customer Service

**TEAM:** Library

**NO. DIRECT**

**REPORTS:** Nil

**POSITION NO.:** S0528

**GRADE:**

**ROLE IMPACT :**

1. Contributes directly to the overall success of the team in relation to meeting performance targets
2. Contributes directly to customer perception of the organisation as first point of contact

**INNOVATION:**

1. Undertake corporate continuous improvement training
2. Seek out opportunities to improve processes and procedures within area of responsibility to ensure efficient use of resources
3. Participate in projects as allocated

**COMMUNICATION:**

1. Maintain open, constructive communication across the organization, building networks relevant to area of responsibility
2. Use appropriate communication techniques to impart information and resolve conflict within area of responsibility
3. Actively participate in team meetings

**KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE:**

1. HSC or equivalent
2. Drivers Licence (Class C)
3. Tertiary qualifications in a related field or currently undertaking relevant study
4. Experience in supervising staff
5. Experience in a high volume, fast paced customer focussed service environment
6. Proven experience in the use of technology for service delivery
7. Experience in dealing with challenging customer interactions
8. Experience dealing with diverse cultures and age groups
9. Current NSW Working with Children Check

Date Last Reviewed:

24<sup>th</sup> June 2019

Manager's Signature:



## Job Demands Checklist for: Senior Customer Service Officer - Library

PHYSICAL DEMANDS	Definition	Freq.
<b>1. Sitting</b>	<i>Remaining in a seated position to perform tasks</i>	C
<b>2. Standing</b>	<i>Remaining standing without moving about to perform tasks</i>	F
<b>3. Walking</b>	<i>Floor type: even / uneven / slippery / indoors / outdoors / slopes</i>	F
<b>4. Running</b>	<i>Floor type: even / uneven/ slippery / indoors / outdoors / slopes</i>	N/A
<b>5. Bending/Leaning Forward from Waist</b>	<i>Forward bending from the waist to perform tasks</i>	C
<b>6. Trunk /Twisting</b>		
	<i>Turning from the waist while sitting or standing to perform tasks</i>	C
<b>7. Kneeling</b>	<i>Remaining in a kneeling posture to perform tasks</i>	I
<b>8. Squatting/Crouching</b>	<i>Adopting a squatting or crouching posture to perform tasks</i>	F
<b>9. Leg / Foot Movement</b>		
	<i>Use of leg and / or foot to operate machinery</i>	N/A
<b>10. Climbing (stairs/ladders)</b>	<i>Ascend / descend stairs, ladders, steps</i>	F
<b>11. Lifting/Carrying</b>	<i>Light lifting and carrying: 0 – 9kgs</i>	F
<b>12. Lifting/Carrying</b>	<i>Moderate lifting and carrying: 10 – 15kgs</i>	I
<b>13. Lifting/Carrying</b>	<i>Heavy lifting and carrying: 16kgs &amp; above</i>	N/A
<b>14. Reaching</b>	<i>Arms fully extended forward or raised above shoulder</i>	F
<b>15. Pushing/Pulling/Restraining</b>	<i>Using force to hold / restrain or move objects toward or away from the body</i>	F
<b>16. Head/Neck Postures</b>	<i>Holding head in a position other than neutral (facing forward)</i>	N/A
<b>17. Hand/Arm Movements</b>	<i>Repetitive movements of hands and arms</i>	C
<b>18. Grasping/ Fine Manipulation</b>	<i>Gripping, holding, clasping with fingers or hands</i>	C
<b>19. Work at Heights</b>	<i>Using ladders, footstools, scaffolding, or other objects to perform work</i>	N/A
<b>20. Driving</b>	<i>Operating any motor powered vehicle</i>	O

### FREQUENCY KEY:

<b>C</b>	<b>Constant</b>	Occurring continuously over a period of time
<b>F</b>	<b>Frequent</b>	Occurring or done many times at short intervals
<b>I</b>	<b>Infrequent</b>	Not occurring often, rare
<b>O</b>	<b>Occasional</b>	Occurring, appearing, or done infrequently or irregularly
<b>N/A</b>		Not relevant

SENSORY DEMANDS	Definition	Freq.
<b>1. Sight</b>	<i>Use of sight is an integral part of work performance, eg. Computer screens</i>	C
<b>2. Hearing</b>	<i>Use of hearing is an integral part of work performance, eg. Operating a telephone</i>	C
<b>3. Smell</b>	<i>Use of smell is an integral part of work performance, eg. Working with chemicals</i>	N/A
<b>4. Taste</b>	<i>Use of taste is an integral part of work performance, eg Food preparation</i>	N/A
<b>5. Touch</b>	<i>Use of touch is an integral part of work performance</i>	F
PSYCHOLOGICAL DEMANDS	Definition	Freq.
<b>1. Distressed People</b>	<i>Emergency situations</i>	I
<b>2. Aggressive &amp; Uncooperative People</b>	<i>Dementia, mental illness, drug or alcohol</i>	I
<b>3. Unpredictable People</b>	<i>Dementia, mental illness, drug or alcohol</i>	I
ENVIRONMENTAL DEMANDS	Definition	Freq.
<b>1. Dust</b>	<i>Exposure to atmospheric dust</i>	N/A
<b>2. Gases</b>	<i>Working with explosive or flammable gases requiring precautionary measures</i>	N/A
<b>3. Fumes</b>	<i>Exposure to noxious or toxic fumes</i>	N/A
<b>4. Liquids</b>	<i>Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</i>	N/A
<b>5. Hazardous Substances</b>	<i>Dry chemicals, glues, etc.</i>	O
<b>6. Noise</b>	<i>Environmental / background noise necessitates people to raise their voice to be heard</i>	N/A
<b>7. Inadequate Lighting</b>	<i>Risk of trips, falls or eyestrain</i>	N/A
<b>8. Sunlight</b>	<i>Risk of sunburn exists from spending more than 10 minutes per day in sunlight</i>	N/A
<b>9. Extreme Temperatures</b>	<i>Environmental temperatures are less than 15°C or more than 35°C</i>	N/A
<b>10. Confined Spaces</b>	<i>Areas where only one egress (escape route) exists</i>	N/A
<b>11. Slippery or Uneven Surfaces</b>	<i>Greasy or wet floor surfaces, ramps, uneven ground</i>	N/A
<b>12. Inadequate Housekeeping</b>	<i>Obstructions to walkways and work areas cause trips and falls</i>	O
<b>13. Working at Heights</b>	<i>Ladders / stepladders / scaffolding are required to perform tasks</i>	N/A
<b>14. Biological Hazards</b>	<i>Exposure to body fluids, bacteria, infectious diseases</i>	O