

POSITION DESCRIPTION

Library Officer

Position number		LIB003	
Directorate		Community Strengthening	
Service unit		Libraries	
Classification		Band 3 (Moorabool Shire Council Enterprise Agreement No 9, 2021)	
Employment type		Casual No minimum hours	
Hours		Casual	
Organisational relationships		Reports to	Coordinator Library Services
		Directly supervises	Library staff; Council staff not applicable
		Internal relationships	Library staff; Council staff
		External relationships	General community
Probation period		6 months (applies to all new employees)	
Approved by (position title)		General Manager Community Strengthening	
Date		April 2022	
Position purpose		<p>This position is responsible for the provision of excellent customer service to the Moorabool community. The incumbent will work within library policies and procedures to provide timely, accurate and customer focused services.</p> <p>The incumbent will deliver excellent quality customer service at the circulation desk; assist in collection maintenance, library programs and in the professional presentation of library facilities.</p>	

Key responsibilities and duties

Customer Service

- Provide excellent customer service and accurate information to all customers, both in the library and via telephone enquiries

- Issue, place holds, return and renew library materials
- Follow approved cash handling procedures
- Actively promote library services and activities to the public
- Process membership applications
- Assist with simple reference inquiries
- Carry out other library tasks including sorting, shelving, repairs
- Perform other tasks as directed

Information Services

- Maintain a proficient use of Internet and PC skills and a working knowledge of portable devices
- Develop a basic level of reference services
- Defer complex questions to qualified staff

Library Presentation

- Ensure the presentation of the library is of a high standard
- Display current local information on the library notice boards
- Tidy shelves to ensure high standard of library presentation
- Ensure library displays are current and professionally presented

Availability

- To be able to work hours either at short notice, or as advertised in advance via the rosters
- To be able to work a range of shifts, Monday to Friday, and Saturdays
- To be available to attend relevant training sessions as scheduled

Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, child abuse is prevented, and allegations of child abuse are properly and promptly responded to.

General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.

- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

INSTRUCTION – complete the assessment of the capabilities for the role and update table

Self-Management	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> •Personal impact •Emotional intelligence •Growth & Resilience •Integrity 	Always (all roles)
Communication	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> •Effective & Audience Specific •Relationship Management •Negotiation •Influence 	Always
Action & Achievement	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> •Accountability •Decision making •Planning & Prioritisation •Time Management 	Often
Community & Inclusion	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> •Collaboration •Diversity & Inclusion •Customers & Community Engagement 	Often

Innovation & Change	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> •Continuous Improvement •Manage ambiguity •Change Management 	Occasionally
Business Performance	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> •Financial Management •Risk Management •Data & Analytical Literacy •Technology 	N/A
Strategic Mindset	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> •Political Nous •Critical Thinking •Problem Solving •Direction & Purpose 	Occasionally
Leadership	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> •Humanistic •Future focused •Coaching & Development •Inspirational 	Occasionally

Classification definitions

Accountability and extent of authority	<ul style="list-style-type: none"> • The provision of courteous and efficient customer service. • Within Library policies and procedures, and under general supervision, appropriately respond to customer enquiries and requests relating to the services and programs provided by the library services • Accountable for promoting a positive and professional image of Council operations.
Judgement and decision making	<ul style="list-style-type: none"> • Ability to understand and apply library policies confidently. • Ability to solve problems when required. • Application of appropriate procedures to tasks undertaken.
Specialist skills and knowledge	<ul style="list-style-type: none"> • An understanding of the role of public libraries in the community • Ability to develop and maintain effective working relationships • Ability to be accurate and attend to details • Sound computer skills and knowledge of MS Office software and portable devices • Ability to troubleshoot minor IT issues at a branch level • A willingness to fill-in and deliver weekly children's storytime activities
Management skills	<ul style="list-style-type: none"> • Ability to organise and plan day to day work commitments to meet library requirements. • Flexibility in approach to satisfy the needs of changing circumstances.

Interpersonal skills

- Be a role model by exercising resilience and demonstrating a positive attitude
- Ability to communicate effectively with library patrons
- Ability to work independently and as part of a team
- Strong communication skills, both written and oral
- An awareness of cultural diversity

Key selection criteria

Qualifications

- A minimum of Year 12 education.
- Previous experience in a customer service environment.

Skills and experience

- A strong understanding of the role of public libraries in the community.
- An understanding of the need for library guidelines, policies and procedures and the ability to work in accordance with them.
- Strong focus on developing and delivering high standard customer service in a timely manner.
- Highly developed communication skills (written & verbal) with the ability to develop strong working relationships both internally and externally.
- Sound ICT skills and knowledge of MS Office software and portable devices.
- Ability to troubleshoot low level IT issues at a local level.

Licences and registrations

- A current Victorian Driver's Licence

Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg				✓
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head			✓	
Manual handling – lifting above shoulder				✓
Repetitive bending/twisting			✓	
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓

Using chemicals				✓
Repetitive hand washing / cleaning				✓
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles			✓	
Operating plant				✓
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy				✓
Audio transcription				✓
Handling difficult customers onsite			✓	✓
Handling difficult customers offsite	✓	✓	✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____	✓	✓	✓	✓

Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.