

LIBRARY CUSTOMER SERVICE OFFICER

POSITION & PERSON DESCRIPTION

March 2019



City of
Norwood
Payneham
& St Peters

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes, align with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The Organisational Values are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT:	Chief Executive's Office
UNIT:	Library Services & Lifelong Learning
SECTION:	Norwood, Payneham & St Peters Libraries
ORGANISATIONAL RELATIONSHIP:	<p>This position reports to the Collection Development Team Leader</p> <p>The Position is also expected to work in collaboration with Library site Team Leaders and staff across the Library Service.</p>
NO. OF DIRECT REPORTS:	Nil
AWARD & CLASSIFICATION:	<p>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Enterprise Agreement, General Officer, Level 2</p> <p>Casual</p>

OVERVIEW

The Norwood Payneham & St Peters Libraries are committed to providing excellent customer service to the community. As a dynamic member in the One Card Network, the Libraries provide a wide range of collections, programs and services across the three library sites located at Norwood, Payneham and St Peters.

The role and position of Library Customer Service Officer is key in ensuring the Library is a pivotal information, recreation and education provider in the community through the provision of quality frontline customer and information services, corporate receipting and library operational support.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

- To provide the community with quality customer and information services by assisting with the provision of circulation, reference, reader guidance and community information services within the Council's Libraries.
- To undertake re-shelving duties as required.
- To provide library operations support as required, including the undertaking of shelf checks, processing consortia courier materials, implementing collection exception reports, shelf reading collections, processing collection debits, and ensuring the Library site is presentable at all times.
- To provide corporate customer service, including receipting as rostered.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Customer and information services
 2. Library shelving
 3. Library operations support
 4. Corporate receipting
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. Customer and information services

- To provide circulation duties.
- To receipt fines, payments for damaged or lost books, sundry consumables and printing fees.
- To answer basic to medium complexity reference queries.
- To assist customers with computer queries and bookings.
- To answer basic community information and reader guidance queries.

Performance Indicators

- Quality customer services are delivered.
- Customer needs are met.

2. Library shelving

- To shelve and display returned library materials.
- To shelf read and tidy library collections.
- To tidy the library environment.

Performance Indicators

- Items are shelved accurately, neatly and in a timely manner in accordance with Dewey, alpha code and site collections layout.
- New items are displayed appropriately.
- The library is tidy.

3. Library operations support

- To process courier materials as a part of the Library One Card Network, including unpacking and packing consortia courier boxes
- To undertake collection repairs, maintenance, shelf reading and debits as required.
- To implement collection exception reports, to identify missing or aged items.
- To assist in setting up and packing down library events where required.
- Other duties as directed.

Performance Indicators

- Library collections and meeting rooms are presented in accordance with library standards.
- Collection reports are undertaken in a timely manner and in accordance with procedures.
- Consortia couriers are processed as required.

4. Corporate receipting

- To provide corporate customer service to residents, including the processing of payments and enquiries.

Performance Indicators

- Payments are receipted accurately in accordance with Council payment procedures.
- Timely and accurate response to customer enquiries.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisations continuous improvement program, Australian Business Excellence Framework (ABEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with Our Values and Community Well-Being.
- Pursuant to the Local Government Act, Section 110, observe and uphold the Code of Conduct for Council Employees.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Organisational values (Our Values) observed at all times.
- Participation in all ABEF programs as required.
- Active participation in Continuous Improvement opportunities and contribute to the improvement of the Council's systems, processes, and operations.
- Improvements are developed and implemented in accordance with best practice principles and the ABEF.
- Provision of customer service excellence; providing clear and accurate information to customer requests and enquiries and resolving all requests in a timely, accurate and effective manner.
- Duties and responsibilities are performed effectively and considerately with all staff members across the organisation and achieve collective goals, outcomes and outputs for the Council.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- No formal qualifications are required.
- Experience in a public library desirable.
- Current driver's license, Class C.

KNOWLEDGE

- An appreciation of the role of Libraries in developing communities.
- An appreciation of the Council's CityPlan 2030.
- Working knowledge of the One Card Network.
- Working knowledge of PC software packages and Microsoft Office.
- Working knowledge of the One Card Library Management System - Symphony Workflows - desirable
- Working knowledge of Overdrive, Zinnio and Enterprise.
- Working knowledge of the Internet and online reference databases.
- Working knowledge of reader guidance tools and reader development.

SKILLS

- Excellent customer service skills.
- Time management skills.
- Priority setting and planning skills.
- Ability to work with a team.
- Ability to assist in the control of difficult customer behaviours.
- Ability to adapt to change.
- Ability to conduct reference searches of basic to medium complexity.
- Basic to medium level reader guidance.
- Accurate keyboard and computing skills.
- Intermediate IT troubleshooting skills.

EXPERIENCE

- Experience in a public library customer service role desirable.

PERSONAL ATTRIBUTES

- Committed to excellent customer service.
- Ability to relate to people across a wide socio-economic demographic and culturally and linguistically diverse community.
- Committed to continuous improvement.

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DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance
- Department for Communities & Social Inclusion (DCSI) Child-related Employment and Vulnerable Persons-related Employment Clearances
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development sources and maintain competency levels.
- Position will involve working regular nights and weekends across the Library Service.

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DATE POSITION CREATED:

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the casual position of Library Customer Service Officer.

APPROVED BY:

Mario Barone
Chief Executive Officer

Date

Suzanne Kennedy
Manager, Library Services & Lifelong Learning

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Library Customer Service Officer has been read and agreed to by

Library Customer Service Officer

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.

