



POSITION DESCRIPTION

TITLE: LIBRARY CUSTOMER SERVICE OFFICER

LEVEL: BAND LEVEL 3

RESPONSIBLE TO: LIBRARY SERVICES PROGRAM LEADER

Position Status:	Casual – hours as required
Position Approved by: <u>R. C. L.</u> Rebecca Taylor, Acting Director Corporate and Community	<u>06/07/2026</u> Date:

POSITION OBJECTIVES:

To provide consistent high-quality customer service to library patrons across a variety of library services.

KEY RESPONSIBILITIES:

- Engage, support and connect library users with services, resources and activities.
- Assist customers in the library with general enquiries and the use of technology.
- Operate the library management system.
- Explain procedures and regulations to library customers.
- Assist customers in the use of e-books.
- Participate in library activities and events.
- Participate in staff development activities including internal and external training.
- Maintain order of library collections through shelving, sorting, and shelf reading.
- Ability to work on weekends as required.
- Comply with health and safety responsibilities as set out in legislation and Council's Standards on WHS Duties and Responsibilities.
- Undertake any other duties within the skill and scope of the position, as directed.

CLASSIFICATION CRITERIA

AUTHORITY AND ACCOUNTABILITY:

- Responsible for completion of regularly occurring tasks with general guidance on a daily basis.
- May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels.

JUDGEMENT AND PROBLEM SOLVING:

- Follow predetermined procedures where a choice between more than two options is present.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

SPECIALIST KNOWLEDGE AND SKILLS:

- Application of developed skills acquired through on-the-job training or accredited external training over a few months.
- Demonstrated competence in administrative areas including literacy and numeracy and basic IT skills.

MANAGEMENT SKILLS:

- Ability to efficiently plan and use own time to achieve specific objectives within set timelines.

INTERPERSONAL SKILLS:

- Communication skills to enable effective communication with clients, other employees, and members of the public and in the resolution of minor matters.
- Positive, friendly demeanour.

QUALIFICATIONS AND EXPERIENCE:

- A Certificate III in Customer Contact or a similar qualification and/or relevant customer service experience in a service delivery environment.

KEY SELECTION CRITERIA:

- Demonstrated customer service experience and the ability to deliver exceptional service to the wide range of library users.
- Demonstrated interest and enthusiasm for working in a dynamic, community focused, technology driven public library environment.
- Demonstrated understanding of the internet, computers, websites, and current IT trends.
- Demonstrated previous experience working effectively in a team environment.
- Demonstrated literacy and numeracy skills.
- Good verbal communication and interpersonal skills.

Highly Desirable:

- Cert III in Customer Contact
- Previous library experience
- Previous use of a Library Management System (LMS)

Requirements:

- Possession of a Class C Drivers Licence.
- Possession of a Working with Children Card or the ability to obtain one
- Undertake Pre-Employment Medical and completion of a Criminal History Check.

CHANGES TO JOB DESCRIPTION:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment– including technological requirements or statutory changes.

Approved: (Manager/Supervisor)

Date:

Employee:

Date: