

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Customer Service Officer</b>
<b>CLASSIFICATION:</b>	<b>Band 3</b>
<b>TENURE:</b>	<b>Permanent   Casual</b>
<b>HOURS:</b>	<b>0.00 hours per fortnight   0.0 FTE</b>
<b>POSITION REPORTS TO:</b>	
<b>LOCATION:</b>	<b>Macedon Ranges, Greater Bendigo, Mount Alexander Shire</b>

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) services the council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the e-library, nine library branches and eight library agencies. We are privileged to serve these diverse communities across 13,000km<sup>2</sup> of Central Victoria.

The Library Plan 2021 - 2025 describes our priorities and values which are aligned to those of our member councils and the regional partnership.

## Our Mission

You belong as you are  
We start where you are  
A learning journey with you  
Let's make it fun

## Our Priorities:

**Children and Young People** - Supporting childhood and adolescent development.

**Lifelong Learning** - Encouraging learning at any age or stage.

**Safety and Inclusion** - A welcoming and accessible service.

**A Sustainable Future** - Playing our part in action against climate change.

**An Informed Community** - An engaged, creative, informed community.

**Connecting People** - Providing opportunity for connection both digital and physical.

**Respecting First Nations Peoples and Cultures** - Celebrating our nation's first cultures.

**A Learning Organisation** - Learning and growing with our community.

## Our Values:

### Inclusion and safety

We engage our communities in open, meaningful dialogue that will inform library practice and create an environment that is inclusive and safe.

### Curiosity and inquiry

We explore new ideas with our communities, consider fresh perspectives and seek to innovate.

### Collaboration and cooperation

We respect each other, share ideas and look for partnership opportunities that add value to our communities.

## **POSITION SUMMARY**

The Customer Service Officer supports delivery of day-to-day library services and works across all Goldfields Library Corporation's libraries. This role is focused on improving community access to, and enjoyment of, our libraries and delivers quality, user focused services in a self-serve environment within the framework of GLC's plans, policies and procedures.

## **POSITION OBJECTIVES AND RESPONSIBILITIES**

### **Customer Service**

- Ensure that patrons receive a positive and rewarding customer service experience.
- Provide a courteous and effective service to all users based on a knowledge of library collections, technology and programs.
- Provide user focused circulation including returns, loans, memberships and overdue queries.
- Assist and advise users in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.
- Support patrons to use the online library catalogue and self-service kiosks to search and borrow items, place and review reserves and check membership messages.
- Assist patrons to access and use the eLibrary and internet via our public wi-fi service and public computers or through their own devices (phones, tablet computers or e-readers).
- Offer support that enhances the technological, information and literacy skills of our users.

### **General Duties**

- Undertake library tasks as required, including shelving, tidying, shelf reading and collection maintenance.
- Assist patrons in the use of equipment and technology including computers, photocopiers, wireless internet access, online resources, library applications, eBooks and mobile devices.
- Assist with the set-up of displays to promote our collection.
- Support the delivery of programs, events or promotional activities.
- Develop and utilise knowledge of GLC's collections and online resources.

### **Contribute to the Team**

- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Ensure service and workroom areas are neat and tidy and provide a welcoming environment for both library users and staff.
- Support the provision of programs and activities.
- Work in alignment with GLC's values, organisational goals and codes of conduct.
- Abide by GLC operational, health and safety and human resources policies and procedures.
- Participate in the annual work planning and review process.
- Participate in professional development activities related to the role.
- Be a valued member of, and contributor to, GLC's team.

## **REPORTING LINES**

Direct Reports:                      None

## PHYSICAL REQUIREMENTS OF THE ROLE

The physical requirements of this position are outlined below:

	Never (0%)	Occasionally (1% - 33%)	Often (34% - 66%)	Constantly (67% - 100%)
<b>Physical Demands (Movement)</b>				
Stand				✓
Walk				✓
Change Posture (eg change from sitting to standing)			✓	
Use Stairs		✓		
Bend or Twist the Back			✓	
Movement of Neck			✓	
Climb (eg ladders)		✓		
Crawling		✓		
Kneeling or Squatting			✓	
Handling or Feeling Objects				✓
Repetitive Movements of the Hands/Arms		✓		
<b>Physical Demands (Strength)</b>				
Lift from Floor Height: usually 7kg but up to 11kg			✓	
Lift from Waist Height: usually 7kg but up to 11kg			✓	
Lift above Shoulder Height: usually 1kg but up to 5kg			✓	
Carry Loads: usually 7kg but up to 11kg			✓	
Push/Pull Loads: usually 21kg but up to 33kg			✓	
Lift/Carry Awkward Sized Loads		✓		
Reach for Objects			✓	
Work with Arms above Shoulder Height		✓		
<b>Physical Demands (Vision)</b>				
Computer/Visual Display Unit Use (including typing duties)			✓	
Reading			✓	
<b>Physical Demands (Auditory)</b>				
Speak				✓
Listen				✓
Use of Telephone		✓		
<b>Equipment Use</b>				
Drive Standard Vehicle (Car/Van)		✓		
Use of Office Equipment (Computer, Projector, Telephone)			✓	

## HEALTH AND SAFETY

Goldfields Library Corporation is committed to providing a safe and healthy environment for its employees, contractors, clients and users. We are dedicated to continually improving health and safety performance with an overall objective of eliminating or reducing risk. All staff members are expected to work within health and safety policies and procedures, report incidents and hazards and participate in professional development and training.

## RISK MANAGEMENT

GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to GLC's Risk Management Policy and Framework and take responsibility for identifying, managing and reducing risks. All staff must report identified hazards that may pose a risk to staff members or library users, and/or may give rise to an insurance claim.

## **EQUAL OPPORTUNITY**

Goldfields Library Corporation values the diversity of our communities, patrons, staff and volunteers. We actively seek to provide services that are accessible and inclusive. Goldfields Libraries does not tolerate any form of discrimination, sexual harassment or victimisation. Goldfields Libraries commitment to Equal Opportunity is outlined in our Code of Conduct.

## **CHILD SAFE ORGANISATION**

Goldfields Library Corporation is a child safe organisation and is committed to the eleven Child Safe Standards aligned with the National Principles for Child Safe Organisations. The safety, participation and empowerment of all children is embedded in our policies and work practices.

All staff of GLC have a responsibility to support GLC's commitment and obligation in creating a child safe environment.

Screening checks contribute to creating a safe environment and therefore all GLC staff are required to hold a current employee Working with Children Check.

## **AWARD CLASSIFICATION**

This Position Description has been classified in accordance with the North Central Goldfields Regional Library Enterprise Agreement Enterprise Agreement including Part B of that Agreement, the (former) Victorian Local Authorities Award 2001.

### **Accountability and Extent of Authority**

- Work performed is within GLC's guidelines and under general supervision.
- Responsible for delivering quality service to patrons of GLC's library services and in providing support to senior staff members.

### **Judgement and Decision Making**

- Nature of work is clearly defined with documented and accessible procedures.
- Tasks are performed using existing techniques, systems, equipment and methods.
- Guidance and advice are always available.

### **Specialist Knowledge and Skills**

- Proficiency in the application of standardised procedures and practices and in the operation and use of electronic equipment.
- Understands GLC's policies and procedures.

### **Management Skills**

- Time management skills and the ability to plan and organise own work to achieve objectives.

### **People Skills**

- Skills in written and oral communication with patrons and colleagues and in the resolution of minor problems.

### **Qualifications and Experience**

- Year 10 secondary education with some relevant experience and the completion of an industry-based training course.

## **KEY SELECTION CRITERIA**

1. Ability to represent Goldfields Library Corporation positively and to demonstrate a generous and inclusive attitude to work, the organisation and to the diverse communities we serve.
2. Demonstrated ability to provide quality service effectively and efficiently.

3. Well-developed interpersonal and communication skills with the ability to communicate with a diverse range of users across all levels of our community.
4. Strong digital literacy and problem-solving skills across a range of platforms with the ability to share knowledge and skills.
5. Demonstrated ability to work independently and as part of a team to meet organisational strategic outcomes.
6. Capacity to support library programs and activities.
7. Ability to adapt successfully to changing situations and environments.
8. Current Driver's Licence or independent mode of transport.

I have read the Position Description, and I understand the physical and psychological requirements of the role.

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Employee Name

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Date

