

Position Description

Library Assistant – Customer Service

April 2024



DETAILS

Team and Department	Business and Systems, Randwick City Library
Division	City Services
Supervisor	Coordinator Business and Systems
Direct Reports	NA
Grade	2
Delegation of Authority	NA
Budget	NA
City Plan Directions	5d: 'Library programs, resources and facilities provide innovative and inspirational opportunities for education and leisure'

PURPOSE

To deliver innovative, high quality customer service while connecting customers with relevant and quality information and resources

KEY ACCOUNTABILITIES

1. Provide basic circulation services to library customers, including the lending, renewal and return of library resources.
2. Work as a member of a one-team model for the delivery of services at all library service points to ensure seamless service delivery that contributes to the strategic direction of Randwick City Library.
3. Contribute to improved customer service and organisational effectiveness by acting ethically, honestly, with fairness and in accordance with Randwick City Council policies and procedures.
4. Other duties commensurate with the skill level of the position.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL



INTEGRITY – CUSTOMER FOCUS – ACCOUNTABILITY – RESPECT – EXCELLENCE

1. Higher School Certificate or equivalent
2. Strong interest in working with the public, members of culturally and linguistically diverse communities and other community stakeholders.
3. Demonstrated ability to work as part of a team and to be an effective team member.
4. Demonstrated ability and experience in using information technology and operational competency.
5. Demonstrated understanding of the role and functions of circulation, lending and information services that contributes to the critical success of a total library service to the community.
6. Proven ability to work to deadlines and respond to issues that may impact on customer service at library service points.
7. Willingness to learn and apply new skills and demonstrated ability to show initiative in a continuous improvement work environment.
8. Willingness and flexibility to work weekends and to be rostered to any of the three library service points.
9. Well-developed oral, written communication and interpersonal skills.
10. Strong commitment and understanding of the philosophy of quality customer focussed service and willingness to develop good customer service skills.

DESIRABLE

11. Experience in working in customer service in a public library environment.
12. Experience in using Library Management Systems.
13. Class C Motor vehicle licence.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	NO
Specify licence type:	N/A
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	NO
Record keeping responsibilities	YES



Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.