

We are currently seeking a Library Customer Service Officer to provide quality customer service to library users and the community.

About the position:

Under the direction of the Library Services Manager, oversee the operation of the library customer service desk, including developing and updating procedures, training and rostering staff, and implementing Burdekin Shire Council's money handling/reconciliation procedures. This position will involve assisting with the acquisition, cataloguing and end-processing of library materials.

This position will provide information services at the library customer service desk and provide technical support to users of library equipment. The Customer Service Officer will also support and guide Casual Library Assistants, trainees, work experience students, and volunteers.

We are looking for someone with creativity and organisation skills to assist with the planning, co-ordination and delivery of library displays, exhibitions, programs, projects and/or events.

Why work for us?

- 9-day fortnight (72.5hr fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year
- 13 weeks Long Service Leave after 10 years' service – pro rata available after 7 years
- Salary Packaging available
- Supportive and motivating team
- Active Social Club
- Fitness Passport Program
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 2 (\$75,257) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **24/10 – Library Customer Service Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/10, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 28 February 2024 at 5.00pm. Word or PDF format is preferable.

For further information please contact the Library Services Manager – Kate Wanchap on (07) 4783 9800.

It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based on an assessment of how well the following selection criteria are addressed.

Essential

1. Certificate III in Library and Information Services, or relevant experience.
2. Demonstrated experience in the provision of quality customer service, including applying policies and procedures, and developing and updating procedures to meet customer service objectives.
3. Demonstrated ability to work independently and as part of a team, including the ability to manage time and set priorities to achieve goals.
4. Sound written and verbal communication skills and the ability to communicate with a broad range of customers and staff.
5. Sound knowledge of and proficiency in computerised library operations, and an understanding of technology trends as they apply to the delivery of public library services.
6. Class CA Drivers Licence.
7. Current Qld Blue Card and positive notice letter for working with children or the ability to obtain one.

Position Number	20074
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 2
Reports To	Library Services Manager
Place of Employment	Burdekin Library, 108 Graham Street, Ayr

Position Objective

To provide a quality customer service to library users and the community utilising appropriate policies and procedures.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Under the direction of the Library Services Manager, oversee the operation of the library customer service desk, including developing and updating procedures, training and rostering staff, and implementing Burdekin Shire Council's money handling/reconciliation procedures.
- Provide circulation and information services at the library customer service desk and provide technical support to users of library equipment at any Burdekin Shire Library site.
- Support and guide Casual Library Assistants, trainees, work experience students, and volunteers.
- Assist with the acquisition, cataloguing and end-processing of library materials.
- Assist with the planning, co-ordination and delivery of library displays, exhibitions, programs, projects and/or events.
- Assist with creating a vibrant and welcoming library space.
- Assist with Community Development and Theatre activities/projects as requested and approved by the Library Services Manager.

Position Requirements

Knowledge

- Sound knowledge of the organisation, operations, service and functions of modern public libraries and current issues relating to them.
- Sound knowledge of a range of activities to provide an efficient, effective and quality Customer Service within the Library.

- Sound knowledge of Authors, and popular Genre and series.
- Sound knowledge of the Dewey Decimal System.
- Sound knowledge of the appropriate modules involved in Circulation and Cataloguing within the Library Management System.
- Sound knowledge of the Inter-Library Loan system and associated practices and procedures.
- Sound knowledge of local community, activities and organisations.
- Broad general knowledge and awareness of current affairs.

Skills

- Proficient communication skills, including the ability to display tact, discretion and integrity in dealing with sensitive matters, and a good level of written communication skills.
- Proficiency in all areas of computerised library operations, with good skills in searching bibliographic databases, understanding computer technology trends and internet resources.
- Proficient interpersonal skills to facilitate delivery of library services to a broad range of customers.

Abilities

- Ability to manage time and set priorities to achieve goals.
- Ability to work effectively both independently and as part of a team.
- Ability to assist with setting up displays, activities, in-house publications.

Other Requirements

- Interest in books and reading, and in computer applications.
- Interest in interacting with a wide range of people.
- Personal characteristics of integrity, honesty, commitment, enthusiasm, reliability, adaptability, and personal presentation.

Experience and Qualifications

- Certificate III in Library and Information Services, or relevant experience
- Previous customer service experience
- Queensland Working with Children Blue Card.
- Class CA Drivers Licence

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under regular supervision.
- Oversees and guides a limited number of lower classified employees.
- Where relevant, supervises minor works programs/projects.

Extent of Authority

- Work outcomes monitored.
- Freedom to act within established guidelines.

- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance is available when problems occur.
- Graduates receive instructions.
- Plan and coordinate work for minor work programs.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, ECM DataWorks.
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.