

We are currently seeking applications for a Casual Library Assistant to provide quality customer service to library users. The successful applicant will be required to work Saturdays from 8.45am to 1.00pm on a roster basis and be available during the week when required.

The Position

The key responsibilities include:

- Customer Service Desk duties. These may include assisting the public with the use of computers, internet and equipment as required
- Assist with planning, preparing and delivering early literacy programs
- Assist with setting up displays, exhibitions and events
- Assist with preparing and delivering holiday activities

Applicants should familiarise themselves with the entire position description.

The hourly rate for this position is \$46.17 which is inclusive of the applicable casual loading.

Applications for **24/79 – Casual Library Assistant** 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:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/79, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 11 December 2024 at 5.00pm.

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

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

Essential

1. Current QLD Blue Card and positive notice letter for working with children or the ability to obtain one
2. Demonstrated customer service skills in a work environment
3. Demonstrated ability to work in a small team environment
4. Demonstrated knowledge of a range of computer programs and functions

Position Number	20065
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Administrative
Award Level	Level 1
Reports To	Manager Library Services
Place of Employment	Burdekin Library, 108 Graham Street, Ayr

Position Objective

Provide quality customer service to library users and the community using appropriate policies and procedures under the remote direction of the Manager Library Services. Assist with the provision of early literacy and other library programs in accordance with the Council's 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:

Assist with the provision of courteous, efficient, and effective service to the Burdekin community in the following ways:

- Assist with planning, preparing and delivering early literacy programs
- Assist with setting up displays, exhibitions and events
- Assist with preparing and delivering holiday activities
- Customer Service Desk duties. These may include assisting the public with the use of computers, internet and equipment as required.

Position Requirements

Knowledge

- Knowledge of early childhood literacy educational practices and the delivery of programs to young children
- Knowledge of customer service principles and the application of those principles
- Developing knowledge of Library services, policies, practices and procedures
- Developing knowledge of Library's computer system
- Working knowledge of Microsoft Office Suite of applications

- Working knowledge of Dewey Decimal System
- Knowledge of local community, activities and organisations
- Broad general knowledge and awareness of current affairs

Skills

- Reading comprehension
- Customer service orientation
- Speaking and writing skills
- Sound numeracy skills
- Sound keyboard skills
- Active learning and listening skills
- Developing time management skills
- Skills in PC operations and functions, including word processing, desk top publishing and Internet use
- Sound teamwork skills
- Sound telephone technique
- Operation of library equipment

Abilities

- Oral comprehension and expression
- Written comprehension
- Ability to make decisions within the bounds of allocated responsibilities
- Ability to work both independently and as part of a team
- Ability to co-operate and communicate with Library and Council staff

Requirements

- Interest in books, reading and computer applications
- Interest in interacting with a wide range of people
- Personal characteristics of honesty, integrity, enthusiasm, and personal presentation with a sense of humour

Experience and Qualifications

- Current QLD Working with Children Blue Card.
- Minimum of Year 12 education or equivalent
- Minimum of a Queensland CA Class Driver Licence.
- Experience with community-based organisations or activities, either school or wider community

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry Award (Stream A) 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 direct supervision

Extent of Authority

- Work outcomes are clearly monitored.
- Freedom to act limited by standards and procedures.
- Solutions to problems found in established procedures and instructions, assistance readily available.
- No scope for interpretation.

Core Competencies

These competencies relate to

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.