

Position Description Customer Service Officer Casual - Libraries

Position title	Customer Service Officer Casual - Libraries
Position number	1088, 1387,1388, 1389, 1390,1397, 1538, 1539, 1540, 1541,1542
Classification (Level)	Level2
Department	City Services
Division	Community Connections
Business unit	Library Services
People Leader	Library Customer Experience Coordinator
Direct reports	Nil
Key stakeholders	Library Staff, CoM Staff and Community Members and Visitors to City of Marion

Our Purpose

To improve our residents' quality of life; continuously, smartly, and efficiently. Six themes in our Community Vision represent the shared value and aspirations that will guide how our city develops – liveable, valuing nature, engaged, prosperous, innovative, and connected.

City of Marion Values

Our values are critical to us as they help drive behaviours that will enable us to achieve council's vision. With the community and safety at the forefront of everything we do, the City of Marion values: Respect, Integrity, Achievement, Innovation.

We live our values

Respect: treating everyone as we want to be treated, where all contributions are valued.

Integrity: fostering trust and honesty in all our interactions.

Achievement: enhancing our knowledge and performance to reach our shared goals, while being dedicated to supporting one another.

Innovation: encouraging new ideas and learning from our experience to do things better.

Our community vision



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Purpose

The Customer Service Officer, Libraries - contributes to the efficient delivery of Library Services by undertaking a range of activities, which support general library operations, with a primary focus on customer experience.

Good communication skills and ability to work in a team environment will be vital to this role.

As an ongoing commitment to the organisation you will provide support to the Library Team in delivering the best service to our community and to improve residents' quality life; continuously, smartly and efficiently.

Key Deliverables

- Provide all aspects of library customer experience including assisting customers with self-loan machines, searching the catalogue, taking phone calls from customers, registrations and member maintenance.
- Actively promote Library resources and activities/programs/services to the community.
- Respond to customer queries and provide accurate information in accordance with Council's Customer Experience Charter.
- Assist customers with accessing information technology and to use the photocopying and printing facilities.
- Maintain high-level presentation of the public areas of the Library by assisting with shelf displays and undertaking routine re-shelving of library items as required.
- Assist with event set-up and management, including at evenings and weekends (involves some lifting).
- Assist with building security, including lock up of facilities after hours.

Key outcomes for Lifelong Learning specific position

- Deliver Library programs for our community such as Baby Bounce, Toddler Time, Storytelling, school holiday programs, adult programs, digital literacy workshops and other events as rostered.
- Work collaboratively with the Lifelong Learning team in the planning, delivery and continuous improvement of learning and programs across the City of Marion Library service branches.

Key outcomes for Collection/Library at Home specific position

- Work collaboratively with the Collections team to provide items in a timely and professional manner to the Marion Library Service.
- Provide assistance with selections and delivery of the Library@Home service.
- Assist in processing of library items meeting key performance indicators.

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Person Specification

Essential criteria

- Customer service experience in One Card public library or equivalent.
- A willingness to embrace and demonstrate City of Marion values.
- Experience and ability to work collaboratively within a team environment.
- Knowledge of public libraries and an enthusiasm for the role libraries play in the community.
- Good interpersonal skills and the ability to relate to people within the community.
- Ability to develop and maintain sound working relationships within a diverse team.
- Community minded and engaging.
- Resilience and the ability to remain calm in all situations and find positive outcomes for customers.

Library@Home positions only

- A willingness to drive Library@Home van is essential for Library@Home specific positions.

Standard conditions

- Satisfactory completion of a National Police Clearance (will be arranged by the City of Marion)
- Satisfactory completion of applicable Medical Assessment (will be arranged by the City of Marion)
- Must be either an Australian resident or possess the legal right to work in Australia, with the ability to provide documentation of a valid work visa.
- Comply with existing Work, Health and Safety legislation and regulation obligations and apply "Think Safe Live Well" philosophy.
- Embrace ethical and moral behavior and report any suspected instances of fraud and/or corruption in accordance with Fraud and Corruption Management and the Code of Conduct.
- The incumbent will perform other duties as required.

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Other conditions specific to the role

- Must hold a valid, full (unrestricted) driver's license in accordance with South Australian requirements.
- Ability to work over a 7-day roster. Shifts may include weekend and evening work.
- The incumbent will be required to undertake significant on-the-job training to develop and/or maintain key competencies and to keep abreast of change.
- This is a prescribed position as defined by the City of Marion Safe Environments for Children and Vulnerable Persons Policy. Therefore, incumbent must:
 - Promote and maintain a child safe environment and take relevant actions in accordance with council's Safe Environments for Children and Vulnerable Persons Policy and with legislative requirements under the Children and Young People (Safety) Act 2017 and the Child Safety (Prohibited Persons) Act 2016.
 - Satisfactorily complete a DHS Working with Children Check (to be renewed every five years) and be willing to undertake Child Safe Training.

Position description confirmation and acknowledgement

New employee acknowledgement

By signing the 'City of Marion Employment Acceptance Statement' in your Letter of Offer, you are agreeing to the Position Description attached to your Offer.

Employee name:	Signature:	Date:
Leader name:	Signature:	Date:
HR name:	Signature:	Date: