

Position Description

Position Title : Library Customer Service Officer

Position Number : 3026

Classification : LIB Band 3

Group / Division : Service Delivery

Department / Unit : Arts, Culture & Place

Approved By : Senior Coordinator, Libraries & Learning

Date Approved : 30/09/2024

Position Objective

As part of the Libraries and Learning team, provide an excellent service to users of the library in accordance with the policies, procedures and standards of Moonee Valley City Council. You will ensure that we have a connected community that has access to information, learning and leisure in a socially inclusive environment.

Key Responsibilities & Duties

Customer Service

- Provide a customer focused approach to service delivery.
- Provide prompt, accurate, courteous, and consistent service when dealing with customers and ensure that all obligations, agreements and deadlines are met whilst always seeking positive outcomes for those dealing with the City of Moonee Valley.
- Offer a proactive customer service approach in a self-service environment, through floor walking and actively engaging with customers.

- Undertake customer service duties as required, including relief at other library locations, to ensure efficient operation of the library service.
- Ensure that opening and closing procedures are correctly implemented when rostered on at the beginning or end of the day.
- Assist customers in the use of equipment and technology such as computers, photocopiers, wireless internet access, online resources, library apps, eBooks and mobile devices.

Other Duties

Responsibilities and duties included in this position description are subject to the multi-skilling provisions of the Moonee Valley City Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

Organisational Relationships

Reports to: Team Leader

Supervises: n/a

Internal Contacts: Library & Learning Staff
Council Staff

External Contacts: Members of the general public
Groups using our meeting rooms/ learning facilities

Accountability and Extent of Authority

- Operates within Council policies and under the provisions of relevant Acts, regulations, codes, standards and policies.
- Authorised to problem solve minor issues regarding the day to day customer service operations of the library.

Judgement and Decision Making

- The nature of the work is clearly defined with procedures documented.

- Must be able to problem solve minor issues regarding the day to day customer service operations of the library.
- Guidance and advice for decision-making on complex customer service issues is always available from senior staff and should be sought as required.

Specialist Knowledge and Skills

- Ability to understand the policies and procedures of Moonee Valley Libraries.
- Understanding of online resources and information sources, including ebooks, library apps and databases.
- Understanding of technology and the ability to troubleshoot in the use of a wide variety of equipment including computers, laptops, ereaders and mobile devices.

Management Skills

- Effective time management and organisational skills, so as to prioritise tasks in a busy customer service environment.
- Ability to work with minimal supervision.

Interpersonal Skills

- Sound verbal and written communications skills.
- Ability to work well as part of a team and interact positively with clients.

Qualifications and Experience

- Satisfactory completion of a Year 12 qualification.
- Customer service experience required.
- Experience working in public libraries is desirable.

PART B: KEY SELECTION CRITERIA

- Satisfactory completion of a Year 12 qualification.
- Understanding of the role of public libraries within the community.
- Demonstrated experience in frontline customer service delivery.

- Demonstrated high level proficiency with computer and mobile technologies and extensive knowledge of the online environment.
- Demonstrated ability to work well as part of a team.
- Well-developed organisation and time management skills.

Compliance Checks

- Police Check
- Working with Children Check
- Vaccination Status
- Pre-employment medical