



Position Description

Position Title: Customer Service Supervisor

Position No: PSC248

Section: Community Services

Salary Point: 11

*** Note:** Library staff are employed by Port Stephens Council, not by a particular branch library. Staff are required to rotate between branches as operational circumstances arise.

Position Objective	To supervise the day-to-day circulation operations of Tomaree Library including the daily allocation of staff tasks and responsibilities, undertake customer service duties and deliver services and programs to ensure the provision of a high quality library service.
Key Responsibilities	<ul style="list-style-type: none"> • Allocate circulation tasks and staff resources to meet the daily operational needs of the branch. • Coordinate circulation operations including the issuing and return of loans, registering new members, assisting customers with requests, renewals and reservations, and collecting payments. • Participate in the planning, development and delivery of training programs for library staff including casual staff, student/work placements and volunteers. Contribute to the evaluation, forward planning and performance of the Tomaree Library, including collation of circulation statistics, examination of work practices and promotion of library activities, programs and events. • Contribute to the maintenance of the service area by identifying, reporting and responding to maintenance needs, including those related to equipment, signage, security and facilities. • Oversee the circulation activities of volunteers including processing, repairs and shelving of library stock. • Participate in collection development and maintenance by coordinating processing, covering, and repair of new items, selection of new stock, and management of discarded stock and donated items. • Assess the need for change in circulation work practices, taking into account emerging trends in customer requirements and industry work practices and standards. • Coordinate library displays including display of collections, new stock and Council resources. • Contribute to the planning, delivery and evaluation of library programs and events. • Contribute to the smooth operation of the Community Centre, providing assistance to Centre customers as needed. • In the absence of the Team Leader, supervise day-to-day operations of the Tomaree Library and Community Centre.
Key Accountabilities	Under limited direction of the Team Leader, provide a customer focused library service and a professional level of support by coordinating day-to-day branch activities including; circulation operations, task allocation, program planning, development and delivery, facility maintenance, collection development and management, promotion of programs and events, and the provision of timely and accurate information in response to customer enquiries.
Extent of Authority	The Customer Service Supervisor is responsible for contributing to the provision of a quality library service in accordance with established procedures and processes. Tasks are performed under the general direction of the Team Leader.
Judgement & Decision Making	Decisions are generally made within the scope of established procedures and guidelines, however, some interpretation of policies and procedures, liaison and communication with customers, and supervision and coordination of staff is also required. There is a requirement to exercise a degree of initiative and judgment in resolving minor problems identified or referred by staff. If occasionally, policies, procedures or guidelines do not cover a particular situation, the incumbent may be required to respond to the unexpected or refer to the Team Leader.

Safety, OHS & Risk	Maintain a safe environment for customers and staff. Identify and report potential risks and workplace health and safety issues and ensure that safe work practices are observed by all team members.
Skills, Knowledge & Capacity	<p>Organisational</p> <ul style="list-style-type: none"> • Demonstrated commitment to a customer service culture and delivery of quality service. • Commitment to continuous improvement and a willingness to embrace change. • Conduct that demonstrates to others a commitment to Council’s values of Respect, Integrity, Teamwork, Excellence & Safety. • Understanding of equity and diversity and workplace health & safety. • Commitment to learning and understanding the Australian Business Excellence philosophy. • Willingness to work flexible hours, including evenings and Saturdays. <p>Interpersonal</p> <ul style="list-style-type: none"> • High level customer service skills with a strong community focus. • Excellent interpersonal skills and a proven ability to communicate effectively. • Demonstrated ability to actively contribute as an effective team member, including participating in job rotation activities. • Demonstrated supervisory skills that promote high team performance. • Well-developed planning, organisation and time management skills. • Problem solving and negotiation skills, with the ability to gain cooperation and assistance from team members and customers. <p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Diploma of Library and Information Studies or equivalent experience in a library environment. • Demonstrated ability to effectively supervise staff. • Demonstrated ability to initiate and implement change. • Demonstrated ability to manage priorities in a service-oriented work environment. • Demonstrated provision of library services and programs to children, young adults, adults and seniors. • Proficient IT skills including a working knowledge of Library Management Systems, online library resources, and the Microsoft Office suite of products. • Working with Children Check.
POSITION DESCRIPTION APPROVED	
Employee _____	Date _____