



Position Description

Position Title: Customer Service Officer **Position No:** PSC254
Section: Community Services
Salary Point: 7

* **Note:** Library staff are employed by Port Stephens Council, not by a particular branch library.

Position Objective	To provide quality customer service across Port Stephens Libraries by assisting in the planning, organisation, delivery and promotion of the service.
Key Responsibilities	<ul style="list-style-type: none"> • Work cooperatively and effectively as a member of a team to proactively contribute to successful service delivery. • Maintain quality lending services including the issuing and return of loans, registering new members, assisting customers with requests, renewals and reservations, and collecting payments. • Assist in collection development and maintenance through the selection and weeding of items, shelving, shelf tidying, mending and undertaking processing tasks. • Respond to customer enquiries regarding requests for information, topics and issues. • Support customers with the use of devices, equipment, technologies and online resources, both one-on-one and in small groups. • Participate in the design and development of displays, delivering special events, and other library promotional activities. • Participate in outreach programs and library visits to pre-schools, schools and community groups. • Record statistical information as required. • Maintain an attractive, pleasant and safe environment for customers and staff.
Key Accountabilities	To provide a customer focused library service and a professional level of support and assistance in helping library customers with their loans, accessing resources, and providing timely and accurate information in response to customer enquiries.
Extent of Authority	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, and in consultation with the Customer Service Supervisor and Team Leader.
Judgement & Decision Making	Decisions are generally made within the scope of established procedures and guidelines. However, some interpretation of policies and procedures, and liaison and communication with customers may be required. There is a requirement to exercise a degree of initiative and judgment in resolving minor problems associated with day-to-day operating procedures. 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 supervisor.
Safety, WHS & Risk	Maintain a safe environment for customers and staff. Identify and report potential risk management and occupational 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 ability and commitment to delivering high quality customer service. • Commitment to continuous improvement and a willingness to embrace change. • Demonstrated experience working in a diverse team environment with a community focus, • 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. • Well-developed interpersonal skills with an ability to communicate effectively. • Demonstrated ability to actively contribute as an effective team member. • Well-developed planning, organisation and time management skills. <p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Library qualifications or progress towards Library qualifications or related field. • Current experience working in a library environment or experience in a related community and/or customer services 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. 			
Capabilities (Intermediate)	Capability Group	Capability	Capability Group	Capability
	Personal Attributes	Manage self	Results	Plan and prioritise
		Display resilience and adaptability		Think and solve problems
		Act with integrity		Create and innovate
		Demonstrate accountability		Deliver results
	Relationships	Communicate and engage	Resources	Finance
		Community and customer focus		Assets and tools
		Work collaboratively		Technology and information
Influence and negotiate		Procurement and contracts		

POSITION DESCRIPTION APPROVED

Employee _____

Date _____