

# Position Description



## Job Details

Job Title:	Casual Library Assistant
Reports to:	Customer Experience Team Leader
Group:	City and Community Services
Position Number:	Various
Grade:	1
Date:	March 2021
Objective Doc Ref:	A4359835

## Position Purpose/Job Summary

The Casual Library Assistant provides customer service, dealing with requests and/or enquiries from the Library's customers and contributing to the efficient provision of library services to the community.

Fairfield City Open Libraries has 5 libraries including Whitlam Library Cabramatta, Fairfield, Bonnyrigg, Wetherill Park and Smithfield Community Library. The Casual Library Assistant will be required to work in any of the Libraries within a library roster, including evening and weekends. Customer service is a priority in this position with a focus on creating a positive customer experience outcome.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

1. Interpersonal skills and experience to facilitate interactions with customers and stakeholders for the provision of service delivery
2. Communication skills including oral, written and verbal skills, for interactions with customers and to assist in the provision of professional responses to enquiries, requests and complaints
3. Skills and experience working within a customer service environment with the ability to achieve a high level of customer satisfaction combined with the ability to respond appropriately to customer requests and meet customer service requirements
4. Organisation and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities
5. Ability to apply initiative and problem solve on issues encountered in day-to-day activities and in responding to customers to determine and implement an appropriate course of action
6. Skills and experience in administration with the ability to assist with the maintenance of administrative systems and maintenance of bookings, information and customer records management systems
7. Experience in MS Office applications (Excel, Word), including email and internet as well as

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## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

databases and point of sales systems

8. Experience in using or the ability to learn innovative technologies with the aim of assisting customer to use these technologies

## Key Accountabilities – Position Specific

1. Perform customer service duties across all libraries as rostered and provide information services to Library customers, including providing mobile customer services.
2. Respond to customers, identifying their needs and nature of their enquiries to determine and implement a course of action and provide appropriate services and solutions.
3. Process applications for membership of the Library and assist customers in borrowing materials from the Library.
4. Assist customers as required in the use of the Library's services, including assistance in the use of computers, equipment and facilities.
5. Assist in maintaining a presentable including re-shelving library materials and keeping the Library tidy.
6. Liaise with staff within the Library to exchange information, discussing customer needs and providing input on potential improvements to customer services.
7. Provide housebound delivery service and courier run between libraries when required.
8. Assist in program delivery as needed including set up and pack up.

## Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council.
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time.
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

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## Reporting Relationships

Direct: Nil

No. of Indirect: Nil

## Key Relationships

### 1 Internal

Communicating with	Nature of Communication
Staff within the Business Unit and/or Branch	Daily and on a face to face basis, and/or by telephone when necessary to provide data, information, administrative support, guidance and advice, participate in meetings and respond to requests and enquiries
Staff within the organisation, including councillors	Daily and on a face to face basis, and/or by email and telephone to answer enquires/requests for data and information, maintain effective relationships and to respond to requests and enquiries
Managers and Supervisors	When required for direction and guidance and allocation of tasks and duties

## Key Relationships

### 2 External

Communicating with	Nature of Communication
Community groups, customers, suppliers and contractors	To answer and respond to requests and complaints; follow up on enquiries, provide and exchange information and to meet customer service needs

## Position Dimensions

No position delegation

## Decision making Authority & Accountability

1. The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
2. The position works to specific instructions or standard work procedures. However, the role may make minor changes to work schedules or sequences
3. The position must comply with relevant codes of practice, Council policies and standards relevant to area of service delivery
4. The position refers matters that are beyond the scope of standard procedures and guidelines or for resolution of customer complaints where there are significant consequences for others to a senior officer or manager for resolution

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## Problem Solving

1. The position operates in an environment governed by established procedures, specific guidelines and standard instructions
2. The role requires regular supervision and specific instructions and resolves problems by following defined procedures

## Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>