

Position Description



Job Details

Job Title:	Senior Library Assistant
Reports to:	Customer Experience Team Leader
Group:	City and Community Services
Position Number:	Various
Grade:	3
Date:	March 2021
Objective Doc Ref:	A4359024

Position Purpose/Job Summary

Fairfield City Open Libraries has 5 libraries including Whitlam Library Cabramatta, Fairfield, Bonnyrigg, Wetherill Park and Smithfield Community Library. The Senior Library Assistant may be required to work in any of the Libraries which customer service is a priority with a focus on creating a positive customer experience outcome.

It provides customer service and business support services, managing requests and enquiries from Library customers and other stakeholders to contribute to the efficient provision of a core business service to Council's customers. The position also collaborates with business units, providing specialist operational support, developing relationships to enhance service delivery and managing key information or systems to facilitate the delivery of business objectives and meet user and customer needs.

The position may also contribute to the delivery of key projects incorporating research, planning, delivery, evaluation and the management and/or co-ordination of Council systems, programs or events, liaising with internal or external stakeholders to achieve successful project, system or program outcomes.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Essential

1. Diploma or Certificate III or IV qualifications in Library and Information Services or industry/customer service experience in a relevant field
2. Interpersonal and relationship building skills and experience to facilitate interactions with customers and stakeholders for the provision of service delivery
3. Communication skills including oral, written and verbal skills for consulting, collaborating and interacting with customers and to provide professional responses to enquiries, requests bookings and complaints
4. 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

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

to customer requests and meet customer service requirements

5. Organisation and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities
6. Ability to apply initiative and problem solve on issues encountered in day-to-day activities and in the response to customers' requests and issues to determine and implement an appropriate course of action
7. Skills and experience in administration with the ability to manage and maintain information and library management systems such as customer records or computerised room and program bookings or other library related information
8. Experience in developing and implementing procedures and guidelines related to service delivery may be required
9. Experience in all MS Office applications (Excel, Word), including email and internet as well as databases and point of sales systems
10. Working with Children Check

Other Requirements

11. This position will be required to work within a library roster, including evening and weekends

Desirable

12. Knowledge of and experience in the Local Government environment
13. Desirable – Current New South Wales Driver Licence or ability to obtain

Key Accountabilities – Position Specific

1. Respond to and engage with customers, identifying their needs and understanding enquiries to determine and implement a course of action and provide appropriate services and solutions to meet customer needs
2. Manage and maintain relevant information systems such as customer records management systems or booking and programs systems to ensure the systems are accurate and up to date
3. Provide administrative and/or support services, including reporting for the business unit to facilitate achievement of objectives, smooth functioning of operations and to meet customer needs
4. Contribute to sales and promotion of programs, goods and services including kiosk service, memberships, booking and hire of facilities, highlighting features and benefits to assist in customer decision making
5. Track, monitor and report on the distribution of business services to customers, presenting data and information on customers to managers and supervisors to assist in decision making
6. Liaise with staff within the organisation to exchange information, discuss customer needs

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and providing input on improvements to business and customer services

7. Contribute to the management and maintenance of information and business processes to ensure ongoing accuracy, reliability and to ensure requirements are met

8. Provide specific and targeted customer and support services such as managing and maintaining administrative systems, collections, development and implementation of procedural manuals, development, implementation and delivery of programs and events, record keeping, facilities hire and bookings, and correspondence to meet specific stakeholder, user, customer or project requirements and objectives

Other Requirements

9. This position will be required to work within a library roster, including evening and weekends

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

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

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Key Relationships	
1 Internal	
Communicating with	Nature of Communication
Manager, Coordinator and Supervisors	Monthly team meeting, daily contact when required for direction and guidance, update work progress and to discuss allocation of tasks and duties
Library Staff	Maintain effective working relationship with other staff and communicate effectively to ensure consistent standard of customer service
All staff within the Organisation and/or Business Unit and/or Branch	Maintain a supportive network of liaison roles to encourage open communication with other business units Daily and on a face to face basis, and/or by telephone when necessary to seek, provide and exchange information, provide guidance and advice, to develop and maintain effective working relationships for resolution of issues and to respond to requests and enquiries
Key Relationships	
2 External	
Communicating with	Nature of Communication
Customers, residents, Government bodies, community groups, external stakeholders and suppliers and consultants	To build and maintain relationships, respond to enquiries, clarify information, promote services and facilities, to answer, respond to and resolve requests and complaints, provide and exchange information and to meet customer service needs

Position Dimensions
No position delegation

Decision making Authority & Accountability
<ol style="list-style-type: none"> 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 has the autonomy to prioritise daily workload to ensure the efficient coordination of activities 3. The position is expected to understand and respond to customer needs, provide accurate and timely information and advice and explain services or information provided 4. The position is guided in its decision making by relevant Legislation, Council's policies, procedures and standards and relevant regulations to respond to customer needs and ensure

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that information provided is relevant and current

5. The position applies technical and administrative knowledge in undertaking its work
6. The position refers matters that require a departure from established procedures and protocols, where a customer requests and escalation or where matters are sensitive or difficult to resolve to a senior officer or manager for resolution

Problem Solving

1. The position operates in an environment with minimal supervision and specific instructions. It may work unsupervised for tasks and duties with established guidelines and procedures.
2. The position is required to solve analytical problems by following established procedure and apply basic principles. Defined procedures for tasks and duties to be performed may be extensive and the position may be required to solve problems that are not covered by procedures and guidelines.
3. The position is required to resolve customer issues where solutions are not readily available or where the advice is unsatisfactory to the customer.

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

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date