



Senior Customer Service and Events Officer - POSITION 251

Permanent Full Time

Commencing March 2026

Specific Engagement

Band 4 (\$72,802 – \$78,473 p.a) + Super

140 hours per 4 week roster

Ivanhoe Library

This position include some evening shifts

About the Role

Our branches can be found across the local government areas of Banyule, Nillumbik, and Whittlesea.

Yarra Plenty Regional Library has an opportunity for a permanent full time **Senior Customer Service and Events Officer** at Ivanhoe Library to ensure excellence in customer service to library users through the provision of high quality and efficient library and information services which are responsive to the changing needs of customers.

As part of this role you will:

- Deliver high-quality customer service by responding to diverse information and reference enquiries using library collections, products, and services
- Provide effective Readers' Advisory services, demonstrating strong reading knowledge and understanding of advisory processes
- Perform core library operations in a self-service environment, including circulation and collection maintenance, with a high level of product and service knowledge
- Maintain a strong customer focus by supporting promotions, displays, functions, book groups, and initiatives that grow library membership and engagement
- Apply the YPRL Brand and Style Guide to ensure all branch marketing and outreach materials meet organisational standards
- Support the planning, setup, delivery, and logistics of in-branch and outreach events in line with YPRL's programming framework and goals

This position also requires the delivery of regular Storytimes.

About You

- Qualified in Library and Information Studies, Marketing and Communications, or Event Planning (desirable), or equivalent relevant experience and skills aligned with the role
- Have a strong customer service focus, with the ability to respond promptly, courteously, and effectively to a diverse range of customer needs, supported by sound knowledge of library services, products, and collections
- Ability to inspire and promote a love of reading through high-quality Readers' Advisory services, supported by strong reading knowledge and understanding of advisory processes
- Well-developed computer skills, including proficiency in Windows, Microsoft Office, internet and email use, with experience in social media and content creation
- Demonstrated ability to deliver reference and information services to a culturally diverse community
- Excellent verbal and written communication skills
- High attention to detail, with a basic understanding of design principles; experience using Canva is advantageous
- Experience working in a library environment or a similar customer-focused setting

If this sounds like you, apply now!

Roster Details

Please refer to our website (<https://www.yprl.vic.gov.au/about-the-library/work-with-yprl/current-vacancies/>) for further details relating to the roster for this position.

Please note that these hours form part of a set roster and shifts are not able to be changed.

How to Apply

Before applying for this position, applicants should read the Position Description.

To submit an application for this role, please prepare a statement addressing a response to the below criteria, along with your current Resume and apply via Seek.

This position will close on **Wednesday 25 February at 11.59pm.**

Interviews will be given to all eligible employees who fully meet and address the key selection criteria. Please note that if you do not satisfactorily meet the key selection criteria you may be excluded from interview.

Further Information

For more information on the responsibilities of this role, and for the selection criteria, please refer to the Position Description or Coralie Kouvelas on ckouvelas@yprl.vic.gov.au

****Appointment to this role is subject to a satisfactory National Police Record Check, and Employment Working with Children Check. Applicants must have permanent working rights in Australia to be considered for this position.***