



Senior Customer Service & Events Officer (REQ 229)

Permanent Part Time

Commencing early December 2025

Specific Engagement

82 hours per four week period

Band 4 (\$72,802 - \$78,473) PRO RATA + Super

Mill Park Library, Eltham Library and Ivanhoe Library

About the Role

We have an opportunity for a permanent part-time Senior Customer Service & Events Officer at Mill Park Library.

Our Senior Customer Service & Events Officer will 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 our customers.

As a Senior Customer Service & Events Officer, your responsibilities will include:

Commitment to and provision of excellent service and programs

- Responding to a wide range of customer information and reference needs and requests by utilising branch collections, products and services
- Provision of Readers Advisory services that demonstrate a good understanding of the process, combined with high level reading knowledge
- Performing a range of library operations that support customers in a self-serve environment based on high level knowledge of library products and services, including circulation and collection maintenance duties
- Maintaining a high level of customer focus by responding to customer needs, assisting with promotional activities, functions and displays, (including the coordination of book groups) and participating in activities to grow library membership and usage
- Understanding the YPRL Brand and Style Guide and ensuring that branch marketing and outreach collateral adhere to the guidelines
- Supporting events, including set up and delivery of events and logistical support for larger events, for both in-branch events and outreach.
- Have an understanding of YPRL's programming framework and goals.
- Effectively and efficiently operate and maintain community room schedule and requirements.
- Managing and supporting volunteers and work experience placements, ensuring meaningful engagement and alignment with branch activities and goals.

Contribute to the planning and achievement of branch and regional objectives

- Actively participating in planning and staff meetings
- Attending relevant forums and training
- Contributing to the role of the library as a place for reading, learning and community
- Marketing the library services that YPRL offers to the local community

This position also requires the delivery of regular Storytimes.

Roster Details

Week 1

Wednesday: 9.00am – 5.30pm (Mill Park)

Friday: 2.00pm – 6.15pm (Eltham)

Saturday: 9.45am – 5.15pm (Mill Park)

Sunday: 9.45am – 12.45pm (Mill Park)

Week 2

Wednesday: 9.00am – 5.00pm (Mill Park)

Friday: 2.00pm – 6.15pm (Eltham)

Sunday: 12.45pm – 5.15pm (Ivanhoe)

Week 3

Tuesday: 8.45am – 1.00pm (Mill Park)

Wednesday: 9.00am – 5.30pm (Mill Park)

Friday: 2.00pm – 6.15pm (Eltham)

Saturday: 9.45am – 5.15pm (Mill Park)

Week 4

Tuesday: 8.45am – 1.00pm (Mill Park)

Wednesday: 9.00am – 5.30pm (Mill Park)

Friday: 2.00pm – 6.15pm (Eltham)

Sunday: 12.45pm – 5.15pm (Ivanhoe)

About You

You will ideally hold a Diploma in Library and Information Studies, Marketing and Communications, or Event Planning (or be working towards one), or have relevant work experience and skills appropriate to the role.

You will have demonstrated strong customer service focus skills, with the ability to respond promptly and courteously to a wide range of service needs, along with a good knowledge of library services, products, and collections.

The ability to foster enthusiasm for reading through effective Readers Advisory services is essential, supported by a sound understanding of advisory processes and a broad reading knowledge.

Proficiency in computer applications, including Windows, Microsoft Office, internet, email, social media, and digital content creation is also required to ensure success in this position.

You will be capable of delivering accurate reference and information services to a culturally diverse community and possess excellent communication skills, both verbal and written.

Attention to detail and a basic understanding of design principles are important, with experience using Canva an advantage.

Previous experience in a library environment is highly desirable.

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 **Sunday 9 November 2025**

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.

Interviews will take place as suitable candidates are identified.

For more information on the responsibilities of this role, and for the selection criteria, please refer to the Position Description or contact **Olivia Chapman**, Branch Manager on ochapoman@ypvl.vic.gov.au.

**Appointment to this role is subject to a satisfactory National Police Record Check, and Employment Working with Children Check.*