

**Senior Customer Service and Events Officer – REQ 246****Permanent Part-time****Specific Engagement - 73 hours per four week period****Commencing January 2026****Band 4 (\$72,802 – 78,473) PRO RATA + Super****Whittlesea Library****Advertised Internally and Externally****About the role**

Yarra Plenty Regional Library is seeking a permanent part time Senior Customer Service and Events Officer at Whittlesea Library.

The 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 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.

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

**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.

**An integral part of this position is the delivery of weekly storytimes.**

The Senior Customer Service and Events Officer may assist branches in delivering programs at YPRL's other library service points, including the Mobile Library and Hubs, as well as outreach in community locations if required.

This position will report to the Branch Manager.

#### **Commencing Roster:**

##### **Week 1**

Tuesday: 9.30am – 5.15pm

Thursday: 9.30am – 5.15pm

Friday: 12.45pm – 5.15pm

##### **Week 2**

Tuesday: 9.30am – 5.15pm

Thursday: 9.30am – 5.15pm

##### **Week 3**

Monday: 12.45pm – 5.15pm

Tuesday 9.30am – 5.15pm

Thursday: 9.30am - 5.15pm

Saturday: 9.45am – 1.15pm

##### **Week 4**

Tuesday: 9.30am – 5.15pm

Thursday: 9.30am – 5.15pm

Friday: 12.45pm – 5.15pm

#### **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 the key selection criteria, along with your current Resume and apply via Seek.

This position will close on **Friday 9th January 2026 at 11.59pm.**

For more information on the responsibilities of this role, and for the selection criteria, please refer to the Position Description or contact Tracey Jermieson, Branch Manager on [tjermieson@ypri.vic.gov.au](mailto:tjermieson@ypri.vic.gov.au) or 7038 2611.

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.**

***\*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***