



POSITION REQUIREMENTS

NAME:

POSITION: Senior Customer Service and Events Officer

CLASSIFICATION: Band 4

APPOINTMENT: Permanent Part Time

REPORTS TO: Manager/Team Leader

DATE APPROVED: May 2022

ORGANISATIONAL VALUES

Our RISE values set the expectations for all interactions we have with each other and the community, they guide our decision making and influence our culture.

Respect. I promote connection and fairness. I treat others the way I would like to be treated. I build effective and productive relationships, communicate positively, and seek to understand the interests and perspectives of others.

Integrity. I act with honesty and trust. I do the right thing even when no-one is watching. I take responsibility for my actions, act with integrity, and am trusted to do what I say I am going to do.

Service. I am community focussed, accessible, valued by customers and colleagues. I am committed to a high-quality service for our internal team members and external customers. I actively listen, seek to understand, anticipate, and respond to all customer requirements. I create an environment that is inviting to everyone and encourages interaction.

Empower. I am supportive, innovative, and inclusive of diversity and thought. I continuously learn, am agile and willing to consider change. I encourage collaborative communication and active participation, the sharing of ideas and empower others to contribute. I demonstrate adaptability and flexibility to find solutions to support our community and consider different perspectives to create process improvements leading to innovation.

POSITION OBJECTIVES

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.

KEY RESPONSIBILITY AREAS

Commitment to and provision of excellent service and programs through:

- 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 through

- 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

OTHER DUTIES:

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

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

| | |
|---------------------------|------------------------------------------------|
| Reports to: | Manager/Team Leader |
| Internal Liaisons: | Branch Staff Library Support Services staff |
| External Liaisons: | Library customers Community Groups |

ORGANISATIONAL CONTEXT

Branch Libraries are the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Councils to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Senior Customer Service and Events Officer is accountable for providing accurate information and promoting library services and programs to library users. The position is accountable for carrying out support, administrative and circulation tasks in a courteous, friendly and accurate manner.

JUDGEMENT AND DECISION MAKING

The Senior Customer Service and Events Officer follows established guidelines and protocols for providing accurate information and reference services to users. It is expected that the position will resolve problems within the Library's guidelines and by drawing on past experience. Guidance and advice are always available.

SPECIALIST SKILLS AND KNOWLEDGE

The Senior Customer Service and Events Officer requires demonstrated reference and information service skills; an ability to provide Readers Advisory services combined with high level reading knowledge; and proven skills to participate in the planning and effective delivery of activities including promotion, outreach and library programs both within the library and in the community.

The Senior Customer Service and Events Officer also requires knowledge in the use of technology and applications, and operational procedures and processes.

Promotion & Event Management:

The Senior Customer Service and Events Officer will have a good understanding of YPRL brand and style guides as well as events and promotion processes at branch and regional level.

Merchandising & Displays:

The Senior Customer Service and Events Officer requires an understanding of how to merchandise and display Branch collections and collateral.

MANAGEMENT SKILLS

The Senior Customer Service and Events Officer requires the ability to provide staff with guidance; deliver specified programs and the ability to manage one's own time and planning and organising one's own work.

The Senior Customer Service and Events Officer may be required to act as officer in charge of the library and requires an understanding and ability to implement personnel practices including those relating to EEO, OH&S and employee's training and development.

INTERPERSONAL SKILLS

The Senior Customer Service and Events Officer requires the ability to gain cooperation and assistance from customers, members of the public and other employees in the administration of library and relevant activities.

Strong communication skills both verbally and written to enable preparation of routine correspondence and reports as required.

QUALIFICATIONS AND EXPERIENCE

Completion of a post-secondary qualification, or knowledge and skills gained through on the job training commensurate with the requirements of this position.

Eligibility for membership of ALIA or continuing progress towards same or considerable relevant experience.

Experience in working in a library environment.

RISK MANAGEMENT

This position must:

Report identified hazards that may pose a risk to employees or the public.

Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES

All staff are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity policy, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the staff Code of Conduct.

SELECTION CRITERIA

- Diploma in Library and Information studies, in Marketing and Communications or Event Planning (desirable), or relevant work experience and work skills commensurate with the requirements of this position.
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and a good knowledge of library services, products and collections
- Ability to encourage enthusiasm for reading through Readers Advisory services that demonstrate a good understanding of the process, combined with high level reading knowledge
- Demonstrated knowledge & proficiency in computer skills, including basic Windows, Microsoft Office, internet, email and social media and content creation
- Ability to provide reference and information services to a culturally diverse public
- Strong communications skills both verbally and written.
- Attention to detail and basic understanding of design principles (experience in Canva is a plus)
- Experience working in a library environment
- Must have a reliable method of transport to attend work duties and meetings at other locations where required
- Provision of a satisfactory National Police Record Check and Employment Working with Children Check

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk and keyboard based duties.

| Task | Performed Often (5+ times in one shift or sustained for 30 minutes) | Performed Sometimes (Less than 5 times in one shift) | Never / Rarely Performed |
|------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------|
| Passive | | | |
| Keyboard duties | ✓ | | |
| Reading Task | ✓ | | |
| Writing tasks | ✓ | | |
| Telephone duties (incoming and outgoing calls) | ✓ | | |
| Sitting (extended periods) | ✓ | | |
| Walking / Standing (brief periods) | ✓ | | |
| Walking / Standing (extended periods) | ✓ | | |
| Climbing stairs | | | ✓ |
| Driving a car | | | ✓ |
| Manual Handling | | | |
| Lifting / carrying < 20kg | | ✓ | |
| Lifting / carrying > 20kg | | | ✓ |
| Pushing / Pulling trolleys | | ✓ | |
| Bending, squatting or reaching | | ✓ | |
| Repetitive arm / wrist movements | ✓ | | |
| Bending or twisting spine | | ✓ | |
| Looking up/down | ✓ | | |
| Reaching forwards or sideways | ✓ | | |
| Gripping or grabbing | | ✓ | |
| Sensory | | | |
| Fine Hand Coordination | ✓ | | |
| Hearing – hold direct conversation | ✓ | | |
| Hearing – telephone | ✓ | | |
| Visual – read materials and signage | ✓ | | |
| Emotional | | | |
| Exposure to challenging conversations and behaviours | | ✓ | |
| Dealing with grief and loss | | | ✓ |
| Communicating with elderly patrons | | ✓ | |
| Communicating with Non-English speaking persons | | ✓ | |
| Providing empathy and support | | ✓ | |

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

I have read the Position Description for Senior Customer Service and Events Officer. I understand and agree to all requirements within.

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Signature

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Date