



## POSITION DESCRIPTION

<b>Position Title</b>	Library Customer Service Assistant	
<b>Division</b>	City Living	
<b>Group</b>	Library and History Services	
<b>Responsible to</b>	Branch Officer	
<b>Position Supervises</b>	<b>Direct:</b> Nil <b>Indirect:</b> Nil	
<b>Position No.</b>	IW1192   IW1193   IW1194	
<b>Status</b>	Part Time	
<b>Hours</b>	14 hours per week (Customer service hours)  Rotation across the eight Inner West library locations annually	
<b>Salary Point</b>	4 to 15	
<b>Salary</b>	\$48,695 pa to \$56,407 pa (FTE) <i>(equivalent to \$19,478 p.a. to \$22,563 p.a. based on 14 hrs/wk)</i>	<b>Band/Level:</b> 1/3
<b>Allowances</b>	As applicable to the position	
<b>Pre-employment checks</b>  <b>Legislative requirements</b>	<input checked="" type="checkbox"/> Police Check	
<b>Date reviewed:</b> October 2020	<b>Reviewed by:</b> Senior Manager Library & History Services	

*The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 km<sup>2</sup>.*

*The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.*

## **POSITION PURPOSE**

The primary purpose of the position is to support the effective provision of library services to customers as required. Key functions include high quality customer service; assist at the service desk and with activity and promotional programs, daily cash management and circulation duties. You will be required to work on the library floor at both the branch and neighbourhood libraries. You will be required to participate in a number of library team meetings and activities arranged annually.

Reporting to the branch officer, you will assist in ensuring Inner West Libraries delivers an outstanding library service to its customers.

This position will rotate between branches and neighbourhood libraries. It is likely the rotation will occur annually. Rotation is also at the discretion of the Senior Manager should this be required for operational purposes

## **SELECTION CRITERIA**

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

### **Essential Criteria**

1. Higher School Certificate or equivalent and willingness to obtain library or information qualification
2. Proficient computer and technology skills
3. Demonstrated ability to deal effectively with the public and a proven commitment to customer service
4. Ability to work and plan effectively as an individual and as a team member
5. Ability and willingness to promote and deliver activities and displays to all the libraries customers
6. Good written, verbal and interpersonal skills
7. Ability to identify priorities, meet deadlines and work quickly and accurately under pressure
8. Knowledge and a general interest in current trends in public libraries, lending services, emerging information technologies, publishing, contemporary culture and experience in implementing innovative ideas to create new programs.
9. Understanding and commitment to equal employment opportunities, diversity, work health and safety, ethical practice and acting with probity at all times

### **Desirable Criteria:**

1. Certificate III in Library and Information recognized by the Australia Library & Information (ALIA)
2. Previous experience working in a public library and knowledge of a library management system
3. Experience working with culturally diverse communities
4. Current NSW Driver's License

## KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

### *Library Management*

- Ensure the delivery of a high-quality customer service to Inner West libraries including readers advisory, information and technology services
- Assist in the implementation of new procedures, process and policies
- Support the delivery and coordination of activities, programs, promotions and displays, as required
- Respond to technology needs relevant to customer service operation
- Ensure timely and accurate collection of relevant statistics, as required
- Contribute to library programming concepts and operations
- Maintain a clean, neat and safe service area and library environment including shelving of library items
- Work desk shifts as required at all IWC library locations to meet operational needs
- As a team member communicate and cooperate effectively with other staff and attend team meetings as required
- Act professionally, ethically and with integrity in the performance of these duties
- Work safely and report potential WH&S issues to management
- Demonstrate an understanding of and commitment to EEO policies and procedures
- Undertake special projects as identified by the Senior Manager Library and History Services

### *Physical requirements of the role*

Substantial manual handling is an inherent physical requirement of working in this role. The position requires:

- Significant periods of standing
- Sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching
- Use of computers and office, and the movement of furniture for programs and events

## KEY RELATIONSHIPS:

**Internal:** Library and History Staff.

**External:** Members of the Community

# WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT EMPLOYEES WITH NO STAFF REPORTING TO THEM AND/OR NO MAJOR PROJECT RESPONSIBILITY LEVEL 6

Level 6 staff are required to perform their duties in accordance with their job description and safe working practices. It is the responsibility of each staff member to ensure that they comply with Work Health & Safety legislation as well as Council policies, procedures and safe work practices and that their actions do not subject any person to risk. The responsibility of this position requires:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> <li>Ensuring all work is performed in accordance with requirements of the Health and Safety policy, procedure and legislation</li> </ul>	<ul style="list-style-type: none"> <li>Conformance to WH&amp;S policy and procedures</li> <li>Knowledge of, and use of Safe Work Method Statement (SWMS) and Standard operating procedures</li> </ul>
<ul style="list-style-type: none"> <li>Taking reasonable care for their own Health and Safety as well as that of others</li> </ul>	<ul style="list-style-type: none"> <li>Use of SWMS and Standard operating procedures</li> </ul>
<ul style="list-style-type: none"> <li>Having an understanding of the Health and Safety requirements associated with their employment</li> </ul>	<ul style="list-style-type: none"> <li>Training records</li> </ul>
<ul style="list-style-type: none"> <li>Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisor</li> <li>Ensure all potential or actual areas of danger within the workplace are immediately made safe, repaired and reported to the appropriate person/s as soon as possible;</li> </ul>	<ul style="list-style-type: none"> <li>Hazard identification reports</li> <li>Workplace inspection reports</li> </ul>
<ul style="list-style-type: none"> <li>Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.</li> </ul>	<ul style="list-style-type: none"> <li>PPE maintenance records</li> <li>Knowledge and use of Standard operating procedures</li> </ul>
<ul style="list-style-type: none"> <li>Working in accordance with relevant competency standards</li> </ul>	<ul style="list-style-type: none"> <li>Training records.</li> <li>Supervisor site inspection records</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of WH&amp;S and related legislation within scope of job description</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at training sessions</li> </ul>

### Applicant Declaration

I, ..... have read and understood the position description for the **Library Customer Service Assistant** as detailed in this document.

Signature: ..... Date: ..... / ..... / .....