POSITION DESCRIPTION

Position Title: Client Services Officer  
Organisation Unit: Learning and Research Services  
Position Number: 3028363  
Type of Employment: Continuing, Full time

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major
technologies employed across the globe and integral to gross product sales of $11billion+

UQ has a rapidly growing record of attracting philanthropic support for its activities and this
will be a strategic focus going forward.

The University of Queensland Library

The Library is integral to learning, discovery and engagement at The University of
Queensland. We provide access to quality scholarly information resources and quality client
focused services and spaces to support teaching and research at The University of
Queensland. We partner with the UQ and wider community to provide pathways to enrich
learning and research.

The Library’s collection is one of the largest academic collections in Australia and by far the
largest in Queensland. The collection encompasses more than 2.5 million volumes, a
burgeoning online collection of approximately 75,000 distinct journal titles in electronic
and/or print format, over 500,000 electronic books and over 1,000 networked databases, as
well as manuscripts, microform and pictorial collections.

Information about the University of Queensland Library including its Profile and Strategic
Plan is available at www.library.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of the position is to provide face to face and virtual assistance to the
UQ Community that reflects a client service ethos and maximizes the use of Library
resources, services and facilities. This position works as part of a UQ cross-campus team to
provide a range of Library, client support and information technology services.

Duties

Duties and responsibilities include, but are not limited to:

- Answer and troubleshoot a range of client enquiries and provide first level support
  relating to information resources, information technology, library services and
  facilities.
- Triage complex enquiries to relevant staff
- Provide information and advice on UQ Library lending policy and procedures and
  resolve circulation issues.
- Provide feedback on available Library resources and services to improve the client
  and user experience.
• Respond to enquiries efficiently and courteously through a variety of flexible delivery options, such as service points, telephone, email, web request and other communications technologies.
• Carry out rostered client service shifts including weekend and evening shifts.
• Supervise and coordinate the project work of a small team.
• Assist in the development, publication and maintenance of Library documentation.
• Carry out collection related activities which may include shelving, binding, repairs, transfers and other related duties.
• Prepare basic statistical reports.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

This position reports to Client Services Coordinator, Librarian or Manager depending on the location.

SELECTION CRITERIA

Essential

• Completion of a relevant diploma and relevant work experience or an equivalent combination of relevant experience and education/training.
• Excellent interpersonal skills, communication (written and verbal skills) and commitment to provide a customer focused information service.
• Knowledge of automated library systems and/or the ability to quickly acquire knowledge of specialised software.
• Knowledge of, or the ability to quickly acquire knowledge of UQ Library lending policies and procedures.
• Ability to supervise other staff and/or co-ordinate workflows.
• Demonstrated problem solving and organizational skills.
• Self-motivated and able to work effectively either alone or cooperatively in a team.
• The ability and resilience to deal with complaints in a constructive manner.
• Flexibility and adaptability with a willingness to learn new skills.

Desirable

• Completion of a Diploma of Library and Information Services (Library Technician or equivalent) or a diploma in computing or other IT qualifications.

Please note:

Evening, weekend and/or roster work may/will be required.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to Elle Guerrero by email central-hr-advisory@uq.edu.au or phone 07 3443 1369.