

Operations Officer

Division	Community and Environmental Services	Department	Cultural Services
Reports To	Library Customer Experience Coordinator	Direct Reports	Yes

Position Purpose

Provide operational support within branch services, including oversight of the libraries casual team and courier functions and assistance with projects to enable quality service outcomes to library customers.

Key Responsibilities and Outcomes

- Oversee the daily operations of the library casuals team including managing and prioritising branch requests, deployment of team members to branches to support service delivery, maintenance of rosters and reconciliation of placements.
- Provide support to library casual team members to address any escalated procedural or service issues, providing coaching as required.
- Oversee the daily operations of the libraries courier function providing supervision and support to the team; roster and prioritise work tasks to ensure service delivery.
- Contribute to the development and review of library processes, providing expert advice on procedures and identifying opportunities for service enhancement.
- Ensure the delivery and completion by team members of corporate and Library Services mandatory training and skill developmental initiatives.
- Provide support to branch services in the development and delivery of operational projects and initiatives.

Decision Making

Budget - Nil

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Highly developed interpersonal skills, with a strong focus on the provision of quality customer service.
- Solid experience supervising library team members in day to day library operations.
- Solid level of experience and knowledge in supporting the delivery of library services.
- Solid experience in the development of the library skillset of team members.
- Ability to review and develop procedures and processes to achieve continual improvement.

Qualifications

- Tertiary qualification in Information and Cultural Services or other relevant experience/qualifications.
- Current Confirmed Suitability for Child Related Employment from the Queensland Commission of Children and Young People (Working with Children Check) or ability to confirm suitability within two months of engagement.
- Current C class drivers' licence.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct employees to perform other duties at their discretion.