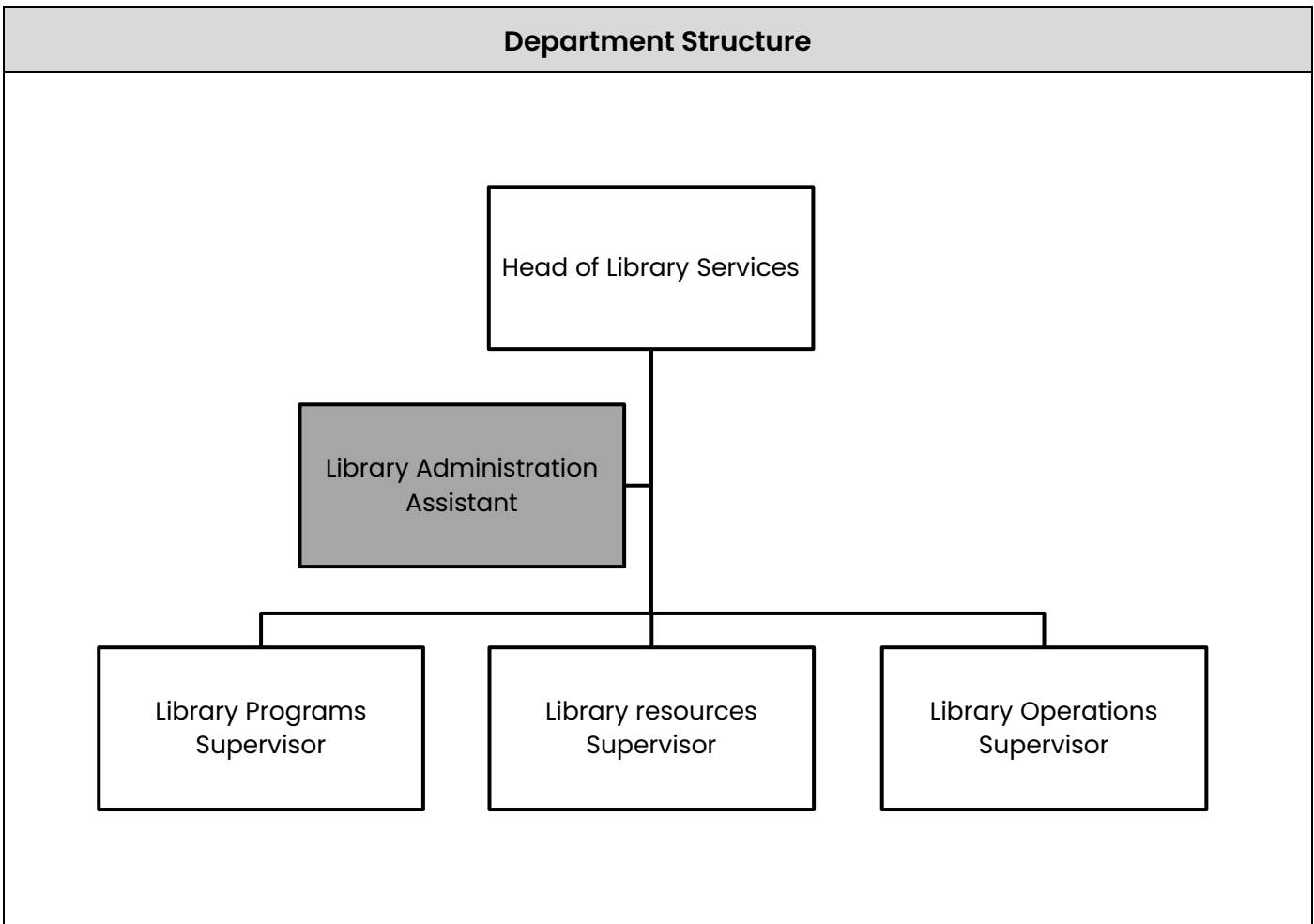


# Position Description

<b>Position Title:</b>	Library Administration Assistant
<b>Grade:</b>	C
<b>Department:</b>	Library Services
<b>Date:</b>	October 2024

**Position Purpose**

To contribute to an effective and efficient library service for the community of Penrith City Council through providing face to face customer service duties at Penrith Central Library and other branch libraries as rostered. To provide administrative support to the Head of Library Services and senior library staff. To assist library customers to use the library’s digital services and equipment. To participate in events and programs promoting library services. To demonstrate and promote Council Values – Show Respect, Be Accountable, Encourage Innovation. This position reports to the Head of Library Services.



## Key Result Areas

### 1. Library Administration Support

#### Major Actions

#### Library management administration support

- Manage library meeting rooms and Theatrette bookings
- Attend and compile minutes of meetings as required
- Distribute agendas and minutes
- Manage incoming correspondence and assist with ensuring all correspondence responded to meets Council's communication requirements and timelines
- Ensure all documents and correspondence is correctly saved and stored in Council's record management system

#### Office supplies

- Monitor stationery and equipment supply levels
- Keep up to-date with council supply procedures
- Obtain items from appropriate and cost-effective suppliers following Council supply procedures

#### Procurement

- Current knowledge of Council's finance and procurement systems and procedures
- Library requisitions and purchase orders, as requested, are processed
- Library goods and services are received, and discrepancies are communicated to vendors.
- Library invoices are promptly processed for payment
- Schedule and maintain accounts receivable for meeting room rentals

#### Income reconciliations

- Receive, reconcile, and record receipt of library income
- Obtain income reports for all income devices
- Income records are accurately maintained and organized for audit purposes
- Ensure all cash is handled securely

### 2. Library Service Team

#### Major Actions

- To provide circulation, information and technology advice and assistance within the Council's libraries.
- To increase community awareness and understanding of library services, resources and facilities
- Undertake regular contact with the public using tact and diplomacy
- Undertake regular manual handling tasks which involve:
  1. forward bending or twisting at the waist;
  2. raising, lowering, pushing, pulling, or moving objects away from or towards the body;
  3. the use of tools, equipment for the moving of materials
- To sort, shelve, tidy and check collections to keep them orderly, neat and accessible
- To accurately process and receipt payments for library fees and charges
- To assist the team to maintain a tidy and safe environment within the Council's libraries
- Utilise the range of library systems and equipment available within the Council's libraries
- Participate in outreach teams for the promotion of library services

## Key Result Areas

### 3. Digital Literacy

#### Major Actions

- Support library users to effectively use digital devices to access library services
- Support library users to effectively use the library's online resources, services and equipment
- Effectively use Council's online systems, corporate applications and networks

### 4. Promotions and events

#### Major Actions

- Participate in community outreach activities and events
- Administration support for promotions and events, including but not limited to, arranging catering, purchasing promotional items and processing payments

### 1. Customer Service

#### Major Actions

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

### 2. Corporate Governance and Effective Work Practices

#### Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

### 3. Work Health and Safety (WHS)

#### Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

### Qualifications, Experience and Specialist Skills & Knowledge

#### Essential

- Year 12 Higher School Certificate or equivalent
- High level of interpersonal and customer service skills and experience
- Demonstrated skills in using procurement and finance systems
- Demonstrated skills in using online databases and mobile devices
- Demonstrated skills using library equipment, including scanners, printers and photocopiers
- Demonstrated strong attention to detail and ability to meet deadlines
- Ability to work effectively in a busy team environment
- Driver's Licence [C class]

#### Desirable

- Previous customer service experience
- Previous administration experience