

Position Description

[Library Customer Service and Program Support Officer]



Position Details

Position Title	Library Customer Service and Program Support Officer
Position Number	100251, 100253, 100583, 10048, 703686
Classification	Band 4
Division	Community Strengthening
Branch	Libraries, Arts & Events
Unit	Library Services
Reports To	Branch Team Leader
Employment Essentials	<ul style="list-style-type: none">• Working with Children Check• National Police Check

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Libraries, Arts and Events branch is responsible for a range of services delivered through four steams: Library Services, Arts and Culture, Festivals and Events, and Venues. Our work drives outcomes across social,

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cultural and economic policy domains and champions opportunities and experiences that promote lifelong learning, gathering, creativity and discovery.

Position reports to:	Branch Team Leader
Reporting to this Position:	Nil
Internal Relationships:	Portfolio Team Leader Library Staff Community Strengthening Division Other Council staff
External Relationships:	Patrons Public Libraries Community Groups External Service providers

Position Overview

This role supports the objectives of the Library Plan by supporting the development and delivery of a diverse range of community programs and events that promote lifelong learning, technological engagement, reader development, and literacy. The incumbent will demonstrate a strong commitment to customer service, community engagement, and equitable access to library services.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

Customer Service and Operations

- Provide proactive, courteous, and responsive customer service that supports access to library services, collections (including digital resources) and library programs.
- Assist customers with basic technology use and troubleshooting.
- Perform daily operational duties including (but not limited to), rostered customer service shifts, opening and closing routines, shelving, shelf reading, packing and unpacking the courier run and maintaining a clean and welcoming environment.
- Respond to general and complex customer enquiries with care and efficiency, referring where appropriate to senior or specialist staff.
- Enforce library policies and procedures fairly and consistently, contributing to a safe and respectful environment for all patrons and staff.
- Use internal systems such as the Customer Request Management System (CRM) to track and follow up on customer needs.
- Provide high level collection and service knowledge and information to customers through reader services and support.

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Community Programs and Events

- Support the development and delivery of regular library services, programs and events that meet identified needs and interests within the community, including set-up and pack-down.
- Support community outreach activities and events designed to encourage community engagement with hard-to-reach groups in alternative service points.
- Actively promote and encourage residents to visit our libraries, access information, borrow our collections and participate activities.
- Support the evaluation of programs and events.

Marketing and Promotions

- Contribute to the ongoing promotion and marketing of library services, programs and collections.
- Contribute to the development of content which supports Yarra Libraries marketing/communication efforts around the provision of resources, through the variety of mediums including print and online.
- Referring marketing or promotional enquiries to the Marketing and Online Engagement team.
- Assist the Marketing and Online Engagement team in maintaining a high level of presentation of library branches through the monitoring and implementation of:
 - Signage
 - Information notice boards and areas
 - Library displays
 - Promotional materials and their display
 - Monitoring and maintaining stocks of printed marketing collateral
 - Ensuring timely removal of outdated marketing collateral from branches

Collections

- Under the guidance of the Collections Team Leader, maintain collections in accordance with the Yarra Libraries Collection Development Policy and collection maintenance procedures.
- Proactively assist customers to use library services & resources including print and digital.

Training & Support

- Conduct training and provide guidance within areas of expertise as required

Continuous Improvement and Team Contribution

- Participate in team meetings, training, and reflective practice to enhance service delivery and improve outreach approaches.
- Maintain flexibility to work across branches and rostered hours including evenings and weekends.
- Share insights gained through community interaction to inform planning, evaluation, and service improvement.

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Other Duties

- Undertake additional duties as directed, in line with the classification and capabilities of the role.

Accountability and Extent of Authority

- Specific guidelines but scope to exercise some discretion.
- Freedom to plan work at least a week in advance.
- May supervise resources including staff.
- Effect of actions taken is usually limited to a local group, function, job or client.

Judgement and Decision Making

- Work objectives well defined.
- For supervisors, often requires quantification of resources.
- Guidance and advice is always available within time to make a choice.

Management Skills

- Skills in managing time, planning and organising own work.
- Basic knowledge of Human Resource (HR) practices.
- Able to provide supervision and on-the-job training.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of well-defined activities.
- Skills in preparation of routine correspondence and reports.

Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Considerable skill or adaptation.
- Proficiency in standard procedures, practices, Acts/Regulations, understanding of precedents.
- Understanding of organisational context - including relevant policies, regulations and precedents, unit goals and perhaps wider organisation goals.

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List any other **essential** knowledge and skills required to perform the job competently.

Consider:

- Ability to use, and knowledge of PCs, the internet, new emerging technologies, and social media including basic troubleshooting skills.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel and PowerPoint).
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Ability to support programs for the community.
- Commitment to ongoing training and development.

Qualifications and Experience

- Beyond secondary education; typically post trade certificate or post-secondary qualification below degree/diploma level, or knowledge and skills through on-the-job-training.

List **essential** qualifications only and level of experience required to perform the job competently – this is related to the position and not the qualifications or experience of the incumbent or previous occupant.

- Diploma in Library and Information studies and/or experience working in a public library environment or direct customer service experience, with demonstrated experience in supporting community-based services
- A valid Working with Children Check is required.

Key Selection Criteria

List the **essential** attributes upon which applicants will be shortlisted and assessed for selection, including required skills, ability, knowledge, experience and qualifications. Maximum 5 criteria.

1. Ability to effectively and efficiently provide quality customer service to a range of people from diverse backgrounds, cultures and abilities
2. Demonstrated knowledge and/or experience in delivering library/community-based programs and events (including early literacy programs) and ensuring effective learning environments.
3. Demonstrated knowledge and proficiency in computer skills including Windows, Microsoft Office, internet, online resources, mobile device technology, social media applications and emerging technologies.
4. Well-developed verbal/non-verbal and written communication skills with the ability to adapt successfully to changing situations and environments and resolve minor issues.