

Position Title:	Client Support Officer
Position Classification:	Level 4
Position Number:	313277, 313278, 313282, 313283, 313284, 313285, 313286, 313288, 313290
Faculty/Office:	Deputy Vice-Chancellor, Research
School/Division:	University Library
Centre/Section:	Library Engagement & Experience
Supervisor Title:	Team Leader, Service Delivery
Supervisor Position Number:	306424

Your work area

The **University Library** provides information resources, services, systems and spaces to support, stimulate and innovate teaching, learning and research. The University Library is committed to developing and delivering services to be strategic enablers for the University in meeting its goals; enabling and promoting the creation, storage, transfer and seamless access to information and collaborating closely with the University community to deliver innovative solutions for their research, teaching and learning needs.

The University Library has two sections – Library Engagement and Experience and Library Research and Collections. **Library Engagement and Experience** is responsible for six libraries (Reid Library, Barry J Marshall Library, Law Library, Music Library, Education, Fine Arts and Architecture Library, and Medical and Dental Library) as well as academic engagement with faculties, schools, research centres and institutes, research, teaching and learning support services, information, reference and inquiry services, student IT support, information literacy and research skills, lending and collection development and management.

Reporting Structure

Reports to: Team Leader, Service Delivery

Your role

You will perform, under general direction, an essential client facing role in delivering learning, student IT support and lending services in the UWA subject libraries. This includes client inquiries via face-to-face, online (including email, AskUWA, social media) or via telephone. You will refer inquiries to other areas where appropriate and liaise with other areas of University Library and UWA.

Key responsibilities

Support clients to locate and use electronic and print scholarly resources for their learning and research.
Provide student IT support and troubleshooting of equipment, software applications and technologies.
Provide support in the delivery of research & learning support services, including lending and inquiry.
Assist in collection activities including fulfilment (circulation), collection management and collection development.
Assist in the coordination and training of after hours staffing.

Contribute to the improvement of service initiatives.
Draft and update procedures and user guide content.
Contribute to programmes, services and projects for the University Library.
Other duties as required.

Your specific work capabilities (selection criteria)

Completion of Year 12 and subsequent relevant experience or education, or eligibility for Library Technician membership of the Australian Library and Information Association.

Demonstrated proficiency in a range of IT skills, including the MS Office suite, and the ability to develop proficiency in applications used within the University.

Awareness of current and relevant scholarly information resources and information communication technologies (ICT) in a higher education environment.

Highly developed written and verbal communication skills and the ability to communicate effectively with clients and colleagues.

Excellent client service skills demonstrating an ability to deal with clients and colleagues with professionalism, diplomacy and efficiency.

Ability to work effectively and cooperatively in a variety of teams and independently.

Demonstrated problem solving skills.

High level of accuracy and attention to detail.

Ability to work flexibly with a positive approach in a rapidly changing environment, manage time and meet deadlines.

Special Requirements (selection criteria)

Subject libraries operate on variable service hours and the role holder is expected to work regular shifts to accommodate various work patterns and travel to work across multiple subject libraries.

The role holder is also expected to work weekends occasionally when the service demands.

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.

Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, <http://www.equity.uwa.edu.au>