

Customer Services Officer

STATEMENT OF DUTIES		March 2023
Number	Generic	
Portfolio	Libraries Tasmania	
Branch	As specified	
Section	As specified	
Sub-Section/Unit/School	As specified	
Supervisor	As specified	
Award/Agreement	Tasmanian State Service Award	
Classification	General Stream Band 2	
Employment Conditions	Permanent or fixed-term, part-time or full time, up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. The occupant may be rostered for Saturday and evening shifts and Award arrangements will apply.	
Location	As specified	
Check Type	N/A	
Check Frequency	N/A	

Primary Purpose

Undertake multiple and diverse tasks and provide high quality customer service, including routine advice and assistance to library users in a contemporary library and information service environment.

Level of Responsibility/Direction and Supervision

Directly responsible for contributing to a positive client experience through interaction with library users and the efficient and accurate completion of assigned duties and the achievement of set outcomes. Able to exercise some discretion, subject to business unit requirements.

The occupant operates under routine supervision and general guidance and is expected to use initiative. Overall direction through immediate supervisor.

The department has a range of delegations in operational areas including Finance, Human Resources and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to

these duties and is expected to exercise any applicable delegations prudently and in accordance with any specified limitations.

Primary Duties

1. Contribute to a positive user experience for visitors to Libraries Tasmania sites, including a feeling of welcome and safety, through the delivery of excellent customer service.
2. Under routine supervision and general guidance, complete a range of diverse tasks in support of Libraries Tasmania services resulting in a positive client experience for Libraries Tasmania customers. These may include, but are not limited to:
 - Transacting new memberships and orientating clients to the services available to them
 - Following appropriate training and competency assessment, assist with the delivery of Libraries Tasmania services and programs, with supervision and guidance as required.
 - Processing library materials for despatch or receipt
 - Setting up rooms or equipment
 - Shelving and maintenance of library collections with supervision and guidance as required
 - Assist in supporting less experienced staff and volunteers with routine tasks and procedures.
3. Provide support and advice to clients in using a range of Libraries Tasmania services, digital devices and information technology.
4. Train less experienced staff and volunteers in routine tasks and procedures.
5. Resolve queries related to the borrowing and returning of library materials within organisational guidelines and providing feedback where required.
6. Undertake clerical duties associated with the above tasks, including cash and EFTPOS transactions.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work-related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and

- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated customer service experience, including the proven ability to liaise effectively with clients to be consistently courteous and helpful and provide a high standard of customer service.
2. Sound interpersonal and communication skills both written and verbal with the ability to engage effectively with all members of the community.
3. Proven clerical and organisational skills and a capacity to work independently within established guidelines, using initiative, discretion, and sound judgement.
4. Personal attributes of adaptability, flexibility, initiative, and self-motivation coupled with the ability to work effectively both in a public and a team environment.
5. Demonstrated skills or the ability to acquire skills, in information technology and digital literacy across a range of emerging technologies, with the capacity to work with IT applications and digital devices as relevant to Libraries Tasmania business.
6. Sound numeracy and literacy skills, including ability to interpret data with accuracy, work with the Library Management System and shelve library collections with accuracy.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

Essential

- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.
 - Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- Current Drivers Licence

Working within the Department for Education, Children and Young People

The Department is responsible for the following areas within Tasmania

- Tasmanian Government Schools
- Child Safety
- Youth Justice
- Out of Home Care
- Libraries Tasmania
- Child and Family Learning Centres.

This is a department built entirely for children and young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

We work collaboratively across disciplines to combine knowledge, experience and ways of working to benefit children and young people.

However, we are a new Department – established in October 2022 – and we are still working together to build our Strategy and our culture and values. This work will be continuing into 2023, and we want all staff to be involved in this.

Values, Behaviours and Workplace Diversity

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures.** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at

<http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Work Health and Safety

The Department is committed to high standards of performance in respect of work health and safety. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures and guidelines.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Information & Records Management and Confidentiality

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents or records from the Department without permission.

Delegations

This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position.

The Department has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Fraud and Corruption Control Policy and reporting procedures.

Fraud Management

The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's Fraud and Corruption Control Policy and Procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager or to the Manager Internal Audit.

We are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Category/funding/restrictions: Permanent or Fixed Term. Cost code: Specified for the School/College or Business Unit.

HR Office use only:

APPROVED BY HRM DELEGATE: 973874 – Assistant Director Strategic Recruitment and Payroll Operations – March 2023

Request: 7009571

Date Duties and Selection Criteria Last Reviewed: 03/23 VRH
