



POSITION DESCRIPTION

POSITION TITLE:		Customer Service and Program Support Officer			
POSITION NO:		100049	CLASSIFICATION:		Band 4
DIVISION:		Community Strengthening			
BRANCH:		Libraries, Arts & Events			
UNIT:		Library Development & Marketing			
REPORTS TO:		Team Leader Information Technology			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

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 Islanders, 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.

POSITION OBJECTIVES

The library operates in a team environment in which the library management, library resource and technology and library community learning and partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values. Contribute and support the development and delivery of a suite of community programs and events that support lifelong learning, technology,

reader development and literacy. Liaise with individuals, community groups, educational institutions, key stakeholders and the wider community.

- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

ORGANISATIONAL CONTEXT

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and wellbeing.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries sits within the Community Programs Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond and a virtual presence at www.yarracity.vic.gov.au/Libraries

The library service employs staff within the three core functional areas including Library Development and Marketing, Resource and Technology; and Community Engagement and Partnerships

ORGANISATIONAL RELATIONSHIP

Position reports to:	Branch Team Leader
Position supervises:	Not applicable
Internal Relationships:	Team Leaders Library Staff Community Wellbeing Division Other internal Council staff
External Relationships:	Residents Public libraries Community Groups Members of the public External service providers

KEY RESPONSIBILITY AREAS AND DUTIES

Customer Service

- Provide proactive customer service and support at Yarra Libraries via:

- rostered customer service desk shifts and associated tasks that support customers in a self-service environment
- pre-opening service preparation including shelving, shelf tidying/reading and maintenance of the branch
- dealing with general enquiries in a proactive, effective and timely manner
- effectively referring complex enquiries to specialist library staff
- providing high level collection and service knowledge and information to customers through reader services and support
- utilising the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required
- effectively implementing Yarra Libraries policies and procedures.

Community Programs and Events

- Contribute and support the development and delivery of regular library services, programs and events that support lifelong learning, digital literacy/technology, new and emerging technologies, reader development and literacy outcomes.
- 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 planning, implementation and evaluation of these 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.
Participate in various staff training both internal and external.

Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- Library and learning staff meetings
- Training programs
- Team meetings
- Meetings with specific Team Leader
- Professional networks as required

The ability to work across all Yarra Libraries branches, and on evenings and weekends.

The incumbent is willing to undertake other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Positions within this band are essentially 'doing' jobs and are often the providers of information and support to patrons and/or to more senior employees.
- The work is performed within specific guidelines and under general supervision.
- The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless, employees in this band should have sufficient freedom to plan their work at least several days in advance.
- Outcomes of work are readily observable.
- The effect of decisions and actions taken in this band is usually limited to a localised work group or function.
- When undertaking customer service duties as the senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day-to-day routine tasks.

Safety and Risk

- 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 in order to meet this commitment.

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

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.

Yarra Values

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
 - Respect
 - Accountability
 - Courage

JUDGEMENT AND DECISION MAKING

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the role and function of the Library teams to whom support is provided, an understanding of the long-term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- 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.

MANAGEMENT SKILLS

This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

INTERPERSONAL SKILLS

- Ability work effectively as part of a team.
- Ability to consistently provide efficient and friendly service to library users.
- Ability to communicate clearly both orally and in writing.
- Ability to prepare routine correspondence and reports as required.
- Ability to gain the cooperation and assistance of other staff and empathise with all sections of the community.
- Ability to relate to people from diverse cultural backgrounds.
- Fluency in a community language is desirable.

QUALIFICATIONS AND EXPERIENCE

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

KEY SELECTION CRITERIA

1. Demonstrated customer service attributes, including the ability to respond promptly and courteously to a diverse range of service needs through the use of library collections and online tools.
2. Demonstrated experience in supporting community-based services, outreach programs and events.
3. Demonstrated knowledge and proficiency in computer skills including Windows, Microsoft Office, internet, online resources, mobile device technology, social media applications and new emerging technologies.
4. Demonstrated well developed written and oral communication skills in order to communicate effectively with people from a wide range of backgrounds and resolve minor problems, including escalating more complex issues to the appropriate staff.