

POSITION TITLE	Library Service Officer
DEPARTMENT	Corporate & Community Services
GROUP	Customer & Community Services
LOCATION	Kuranda Library
CLASSIFICATION / LEVEL	LGOA Level 2
REPORTS TO	Rural Branch Supervisor

Department Summary

The Corporate and Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Customer & Community Services
- Development & Governance
- Human Resources
- Information Systems

Position Summary

The Library Service Officer is responsible for processing Council business and delivering high-level customer service in accordance with the customer-first ethic. The position assists with complex information searches and reference enquiries and technical services duties.

Key Responsibilities

- Assist in the provision of all aspects of library and customer services, including handling complex reference and information retrieval enquiries and delivering front of house services
- Identify customer needs in relation to council enquiries, applications and payments and complete or refer complex transactions to the relevant Council department for appropriate action
- Complete general and technical administration tasks as directed including but not limited to payment processing, ECR receipting and collecting and inputting accurate records in the customer service and library systems
- Develop and deliver library programming and activities to promote literacy, learning and reading under the guidance of the Rural Branch Supervisor
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Demonstrated strong commitment to customer-focussed service
- Well-developed interpersonal skills with a capacity to work collaboratively and resourcefully to solve problems, resolve conflict and deal with challenging customers
- Advanced technology-based skills and knowledge
- Demonstrated ability to communicate effectively with all members of the community and external and internal customers
- Demonstrated ability to work well within a team environment and autonomously
- Commitment to continuous improvement and an ability to contribute ideas and proactively suggest improvements

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Possession of a current Working with Children blue card
- Demonstrated high-level experience in a customer service field
- High-level computer and digital literacy skills
- Knowledge of current and new technologies

Desirable

- Experience working in a library and/or local government environment

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox talks, team discussions or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Working in a manner that will not endanger you, other employees or the public
11. Cooperate with any reasonable instruction given by Council officers
12. Report any safety concerns to your supervisor
13. Ensuring compliance with National Heavy Vehicle legislative requirements relevant to this position.

I have read and understand the above position description and WHS Responsibility Statement S3					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Updated: 2 March 2023