

<b>POSITION TITLE</b>	<b>Library Assistant</b>
<b>DEPARTMENT</b>	<b>Corporate &amp; Community Services</b>
<b>GROUP</b>	<b>Customer &amp; Community Services</b>
<b>LOCATION</b>	<b>Mareeba</b>
<b>CLASSIFICATION / LEVEL</b>	<b>LGOA Level 1</b>
<b>REPORTS TO</b>	<b>Supervisor Mareeba Library &amp; Collections</b>

### Department Summary

The Corporate & 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 Assistant is responsible for delivering customer service in accordance with the customer-first ethic and assisting customers in the effective and efficient use of library services, resources and activities. The position provides both administrative and technical support to ensure the efficient operation of the branch.

### Key Responsibilities

- Deliver front-of-house services including basic customer requests and enquiries, readers advisory and information retrieval
- Troubleshoot issues and provide assistance to customers with basic computer, technology and internet requirements
- Provide direction to Junior Library Assistants in accordance with library roster
- Assist with the administrative tasks of the branch and technical tasks associated with resource management
- Develop and deliver library programming and activities to promote literacy, learning and reading and engagement with library technologies
- Contribute to the professional presentation of library facilities
- Other reasonable duties as directed from time to time

### Skills and Knowledge

- Commitment to customer service
- Intermediate or above technology-based skills and knowledge
- Demonstrated ability to work well within a team environment
- Demonstrated ability to communicate effectively with all members of the community and external and internal customers

## **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 experience in a customer service field

### ***Desirable***

- Experience working in a library

## **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)					
<b>INCUMBENT NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	
<b>SUPERVISOR NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	

Last updated: 6 March 2023