Melton City Council

Library Customer Service Supervisor (Weekend)

Position Description

PD: 00528

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Library Customer Service Supervisor (Weekend)
Directorate	City Life
Business Unit	Libraries and Learning
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Library Customer Experience
Supervises	Library staff when rostered
Internal liaisons	• Library Staff • Council Staff
External liaisons	• Library Members • General Public

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. **General Information**
   The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Lead staff in the delivery of high-quality customer service at Council's library facilities that is responsive to community needs.
- Supervise the weekend operation of a Library and Learning Hub site, ensuring optimal standards of customer service, presentation and operation.

5. Key responsibility areas

- Provide leadership to staff in the delivery of high-quality customer service across the library service to ensure customers have a positive experience characterised by active engagement.
- Create a welcoming experience by engaging with customers throughout the library, joining and inducting new library members, and providing tours of library facilities.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.
- Provide direction to library staff in delivery of routine library tasks including issuing and returning loans, event bookings, collecting fees, and basic information and directional enquiries.
- Facilitate and oversee the delivery of weekend events or program sessions and provide input into the planning of weekend programs for children and adults.
- Oversee the maintenance and presentation of library collections and facilities, including efficient shelving of resources, shelf tidying, updating displays and processing of item lists.
- Prepare and submit brief weekly reports on facility activity to the Team Leader.
- Ensure the timely development and reporting of library branch activity, customer service issues and OHS incidents, as well as enacting emergency evacuation procedures as required.
- Required to work Saturday and Sunday afternoons each week at library facilities in Caroline Springs and Melton.

6. Accountability and extent of authority

- Freedom to supervise resources is governed by clear objectives and/or budgets with frequent prior consultation with senior staff and a regular reporting mechanism.
- Supervise staff, resolve customer service issues, and ensure smooth operation of the library facility when rostered as the customer service shift supervisor.
- Keep up to date with library policies and procedures and ensuring they are consistently implemented across the library service.
- Undertake and ensure routine library tasks, collection maintenance and shelving are completed, and the facility is well presented.
- Exhibit a strong dedication to Work Health and Safety (WHS) accountability by adhering to pertinent WHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Capability to solve occasionally complex or technical problems not previously encountered, utilising some creativity and originality.
- Make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology

- Proactively respond to members of the public to resolve problem behaviour and customer service issues in line with Council policies and objectives.
- Ability to solve problems using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Guidance and advice are usually available within time to make a choice.

8. Specialist skills and knowledge

- Demonstrated ability to understand the policies and procedures within the context of the functions of the role and of the wider library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, Library Management Systems, online library resources, ebooks, library apps, databases, and equipment such as computers, laptops, tablets and mobile devices.
- Broad knowledge of reading interests for a wide age and community interest range.
- Sound knowledge of and demonstrated ability to plan, develop and deliver library programs and events.
- Possess an understanding of the long-term goals of the business unit with an appreciation of the goals of the wider organisation.

9. Management skills

- Understanding of and ability to implement personnel practices including those related to Equal Employment Opportunity, Occupational Health and Safety and employee development processes if required to supervise employees.
- Prioritise workflows and resolve customer issues in a busy customer service environment.
- Effectively manage and plan own time, establish priorities, set and achieve short- and long-term goals for self in accordance with team and organisational objectives.

10. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Excellent communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, community organisations and Council service units.
- Excellent written and verbal skills with the ability to produce reports and procedures for area of responsibility.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.

11. Qualifications and experience

- Professional membership (librarian) of the Australian Library and Information Association, or demonstrated progress towards such a qualification, together with relevant public library experience or knowledge.
- Tertiary qualification in Library services with little or no experience, or lesser formal qualifications with relevant experience and work skills.
- Experience or understanding in developing program plans and facilitating programs.
- Experience or understanding in working directly with public to inform, develop and support their learning and reading needs.

- A current valid Victorian driver's licence.
- A current valid employee Working with Children's Check.

12. Key Selection Criteria

1. A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association, or lesser formal qualifications with demonstrated progress towards such a qualification, together with relevant public library experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Demonstrated knowledge and ability to use a library management system, online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues
4. Well-developed organisation and time management skills to prioritise workflows and meet deadlines.
5. Demonstrated ability to lead staff and work well as part of a team in an environment of innovation and continuous improvement.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Healthy Connected Communities	November 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date