

Position Description

Library & Customer Service Officer

<i>Directorate</i>	Community Development
<i>Department</i>	Libraries, Customer Service & Local History
<i>Job Family</i>	Officer
<i>Reports to</i>	Senior Customer Service Officer
<i>Direct Reports</i>	Nil
<i>Location</i>	Onslow, WA Paraburdoo, WA Pannawonica, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 3

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

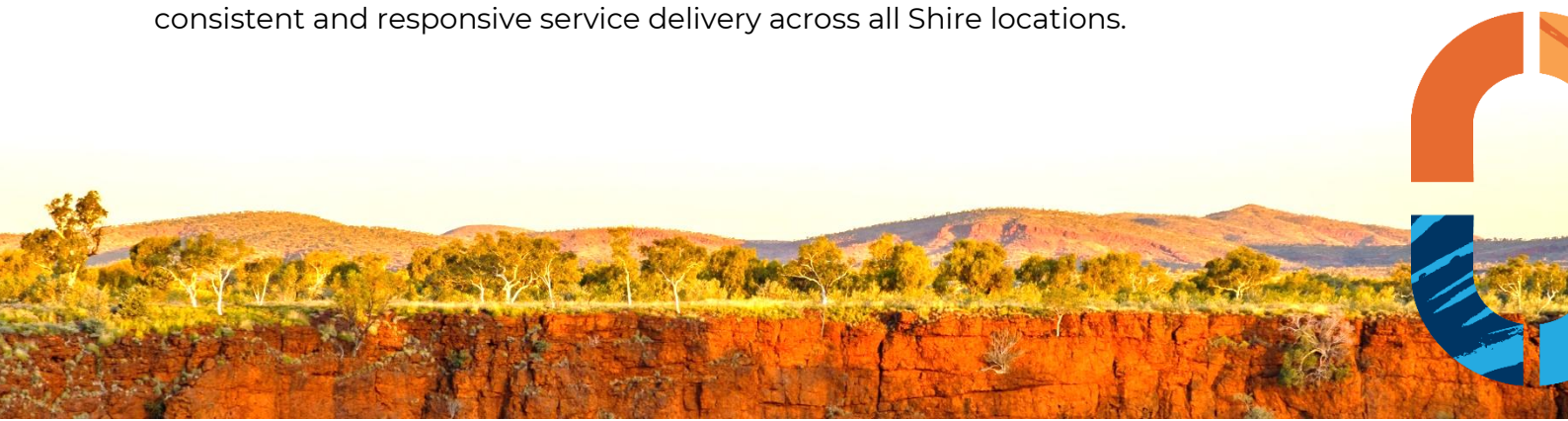
Values

Respect	Openness	Teamwork	Leadership	Excellence	Health & Wellbeing
---------	----------	----------	------------	------------	--------------------

About the Role

Role Objective / Purpose

To provide professional customer service, library and administrative support across the Libraries, Customer Service and Local History functions. The position is responsible for delivering integrated library and customer service operations, responding to customer enquiries, processing service requests, maintaining records and supporting portfolio-wide administrative functions while contributing to consistent and responsive service delivery across all Shire locations.



Key Role Outcomes

- Deliver professional, accurate and timely customer service through face-to-face, telephone, email and digital channels.
- Deliver day-to-day library services, including circulation activities, customer assistance, collection maintenance and support for library programs and events.
- Respond to and coordinate customer enquiries, requests and complaints in accordance with Shire policies and service standards.
- Provide administrative support across Customer Service, Libraries, Local History, Cemeteries and Memorial Gardens functions.
- Maintain accurate records, databases, customer information and documentation in accordance with legislative and organisational requirements.
- Process transactions, applications, memberships, bookings and service requests in a timely and professional manner.
- Contribute to consistent service delivery across the Libraries, Customer Service and Local History functions by supporting portfolio-wide customer enquiries, administrative activities and workload sharing across all Shire locations.
- Build positive relationships with customers, community members and internal stakeholders to support positive service outcomes.
- Assist in the delivery and promotion of library programs, community activities and customer engagement initiatives.
- Support continuous improvement initiatives and contribute to operational efficiency across the portfolio.

Work Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes, and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.



Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work area. May coach newer or more junior staff in safety procedures. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal Legislation.
Accountability	Advanced: Manages and plans own work but may perform work under limited supervision or direction. Work projects may be managed by more senior decision makers. Implements tools to keep track of a wide range of tasks, priorities, and due dates. May supervise or direct work of others in a single business unit. Given broad direction and limited guidance with performance measured against objectives.
Judgement and Decision Making	Intermediate: Work processes and procedures are generally routine, with the exercise of discretion. Decisions may impact internal and external stakeholders. May make recommendations to more senior decision makers regarding complex matters.
Time Management	Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.
Customer Service	Advanced: Effectively communicate with customers and members of the public and assist in resolving routine matters. Demonstrates the Shire's values and high standards of integrity.



Financial Management

Fundamental: Adheres to approved purchasing processes and budget requirements.

Leadership

Intermediate: Demonstrates leadership through participation, collaboration and support of team objectives.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Advanced: Investigates customer enquiries and operational matters, identifies practical solutions and applies judgement within established procedures and policies.
Policy or Legislative Interpretation	Intermediate: Applies organisational policies, procedures and relevant legislation when undertaking customer service, library and administrative functions.
Supervision Skills	Fundamental: Provides assistance, support and guidance to colleagues, volunteers and customers as required.
Conflict Resolution	Intermediate: Resolves customer concerns professionally and effectively while maintaining positive working relationships.
Communication Skills	Advanced: Demonstrates clear and effective verbal and written communication skills when dealing with members of the public, community groups and internal stakeholders.
Report Writing	Intermediate: Maintains records and prepares routine reports, correspondence and documentation.



Administration Skills	Advanced: Maintains administrative systems, databases, registers and records with a high degree of accuracy and attention to detail.
Library Services	Intermediate: Delivers library services, supports library programs and assists customers to access library resources, technology and information services.
Records Management	Advanced: Maintains and retrieves records in accordance with legislative, organisational and information management requirements.
Customer Service Delivery	Advanced: Provides responsive and professional customer service across multiple service areas and communication channels while supporting positive customer experiences.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (within 6 months of commencement).
- Current Working with Children Check or ability to obtain.
- Certificate III in Business, Customer Service, Library Services, Administration or a related discipline is desirable.

Experience, Skills, Knowledge Required of Role

- Demonstrated experience in customer service, administration, library services or a related community-focused environment.
- Experience dealing with customer enquiries, service requests and complaints in a professional environment.
- Demonstrated ability to maintain accurate records, databases and information systems.
- Experience using computer applications including Microsoft Office and business information systems.
- Well-developed interpersonal, written and verbal communication skills.
- Strong organisational and time management skills with the ability to manage competing priorities.
- Ability to work collaboratively within a team environment and across multiple service areas.



- Demonstrated ability to exercise judgement, initiative and discretion when handling customer enquiries and sensitive information.
- Experience delivering library services, community programs or events is desirable.
- Knowledge of local government customer service practices, records management, library services, local history or cemetery administration is desirable.

Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

