

Library Community Services Assistant

Casual Position - Rate \$42.2566 per hour including loading

Are you passionate about providing exceptional customer service and fostering community learning? The City of Karratha is seeking a dedicated Library Community Services Assistant to join our vibrant library team.

You will play a key role in delivering quality library and information services across our City's libraries, primarily based at the Karratha Library within the Red Earth Arts Precinct. You'll help create a welcoming and inclusive environment that encourages life-long learning, supports literacy, and connects people with knowledge and resources.

What You'll Be Doing:

- Providing friendly and professional customer service to library visitors, assisting with enquiries in person, by phone, and via email.
- Supporting the delivery of library programs, events, and community activities for people of all ages.
- Assisting with the day-to-day operations of the library, including circulation services, shelving, displays, and maintaining a welcoming environment.
- Using library systems and digital technologies to assist customers with borrowing, memberships, and accessing resources.

What We're Looking For:

- Experience in a customer service role, ideally in a library, community, recreation, or public-facing environment.
- Strong communication and interpersonal skills, with the ability to build positive relationships with a diverse range of customers.
- Confidence using computer systems and multiple software applications, with the ability to learn new technologies quickly.
- A proactive and flexible approach, with strong organisational skills and the ability to work effectively both independently and as part of a team.
- A genuine passion for community engagement and helping people access information, resources, and services.
- Availability to work a flexible roster, including evenings and weekends when required.
- Current National Police Clearance and Working with Children Check (or willingness to obtain)

Why Join Us?

- Enjoy the flexibility of a casual role that can fit around your lifestyle and commitments.
- Join a supportive and collaborative team that values excellent customer service and community connection.