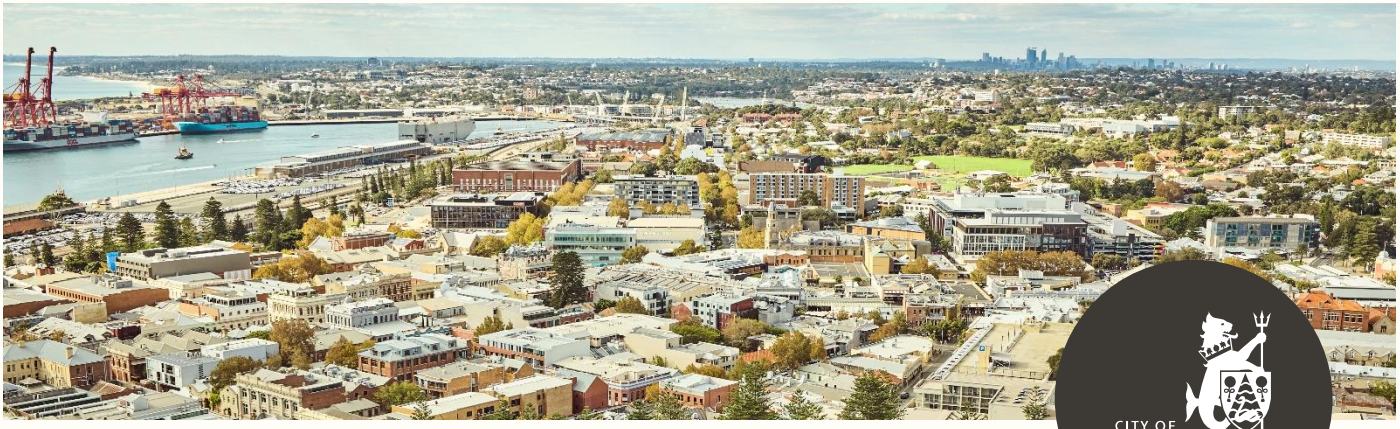


Library Customer Service Officer

Permanent part-time (45 hours per fortnight)

Salary $71,910 - $80,050 per annum (pro rata) + 12% super + applicable penalties

Benefits

- **Health and Wellbeing program**
- **Superannuation co-contribution options for eligible employees**
- **17.5% leave loading**
- **Access to Fitness Passport**

Organisational Overview

Join a team that helps connect people with information, learning and community. Working within the City's Library and Lifelong Learning team, you will create welcoming library spaces, deliver excellent customer service and support programs that encourage learning, creativity and connection.

This is a busy, community focused role where you will engage with people from diverse backgrounds and life experiences, including families experiencing homelessness and social disadvantages. Empathy, professionalism and a commitment to inclusive service are essential.

The City of Fremantle is seeking an enthusiastic and customer-focused part-time Library Customer Service Officer to join our team. This is an exciting opportunity to contribute to a busy and collaborative team.
The position reports to the Team Leader Library Operations and will require you to engage with and support customers to provide them with an exceptional library experience.
We are seeking individuals who can interact well with a wide variety of people, with strong communication skills and an adaptable approach to work. You will be expected to work within existing practices and make suggestions on how we can improve our service delivery.

Key Responsibilities

- Delivery of Library front of house tasks such as shelving, returns/loads, weeding, displays and library administration.
- Reference and IT support and general customer service across two floors.
- Working collaboratively with the broader Lifelong Learning team to promote library services and programs.

To be considered for this position, you will need

- The successful applicant will understand the place of the public library within a community and be able to display high levels of empathy and discretion.
- Previous experience in a customer service-related position.
- Working with Children Check
- Current Nationally Coordinated Criminal History Check (or willingness to obtain).
- Current WA Driver's License
- Current St John first aid certificate (HLTAID004 or equivalent).
- The ability to work every second weekend (Please see the attached documents within the job attachment section for information regarding the hours for this role)

The City of Fremantle promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The City encourages people of all ages, genders, and abilities, Aboriginal Australians and people from culturally diverse backgrounds to apply for this job.

If you have any access needs that may require reasonable adjustments to allow you to fully participate in the application and interview process, please get in touch with the contact below. If you are an Aboriginal person or a person with a Disability who would like assistance with your application, please contact the Jobs and Skills Centre on 136464.

Application Instructions

Click Apply to be directed to our website and submit your application. Navigate to Job Attachments to view position description and Application Instructions.

Applicants should provide a current curriculum vitae and a two-page (maximum) cover letter in .pdf format. You do not need to address the selection criteria. Your CV and cover letter should demonstrate how your skills and experience make you a suitable candidate for the advertised position. The estimated closure date is **5pm Sunday November 22** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Fiona Faulds** on FIONAF@fremantle.wa.gov.au

Applicants must have the right to work in Australia.

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Walyalup/ Fremantle area, and we recognise their cultural and heritage beliefs are still important today.