

Position Description

CORPORATE INFORMATION

Position title	Junior Library Assistant – Fixed Term Position		
Directorate	Community Sustainability	Branch/Section/Unit	Community and Cultural
Position number	1388	Level	1 (age %)
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Librarian – Client Services		
Direct reports	NIL		

SCOPE OF POSITION

Position Summary

This position is responsible for providing assistance to senior library staff in providing and promoting library services to the community delivering high quality, customer focused service and library programming and events that are responsive to community needs.

Key Responsibilities of the Role

- Ensure that the community receives a positive customer service experience at our libraries on a daily basis.
- Support the provision of information and technology services assistance and support for library customers.
- Assist in the delivery of programs to fulfil the community's needs including children's activities, technology sessions and community workshops.
- Participate in reviews of branch library processes and procedures to ensure a continuous improvement focus on customer service.

Mandatory Licence/Competency (Ticket) Requirements

- NA

Desirable Licence/Competency (Ticket) Requirements

- NA

Position Description

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated ability to communicate effectively both orally and in writing with the ability to confidently promote library services to the community.
- Demonstrated interpersonal communication and teamwork skills with organisational ability.
- Demonstrated computer literacy skills, including word processing and basic research skills.
- Ability to be flexible, adaptable, innovative and responsive to change.

Desirable Knowledge/Skills/Qualifications Criteria

- Knowledge and understanding of the Dewey Decimal classification system.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).
- Library staff may be required to work at any of the library branches.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.

Position Description

- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

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POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.