

Melton City Council

Customer Service Library Technician (Weekend)

Position Description

PD: 00309

A welcoming and liveable

City accessible to all

1. Position details

Position Title	Customer Service Library Technician (Weekend)
Directorate	City Life
Business Unit	Libraries and Learning
Position Classification	Band 4
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	Nil
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

- Ensure customers have a positive experience in our Library and Learning Hubs by delivering high quality customer service
- Support the learning outcomes of residents by assisting in the use of resources, technology and online library platforms, and delivering literacy and learning programs.

5. Key responsibility areas

- Deliver high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement, providing direction to library officers as required.
- 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.
- Undertake library tasks including joining new members, tours of library facilities, issuing and returning loans, event bookings, collecting fees, information and directional enquiries
- Contribute to maintenance and development of the library collection through shelving, shelf tidying, displays, and providing input in relation to area of responsibility.
- Contribute to the Customer Service team by providing input and support for team projects and customer service improvement initiatives.
- Support the delivery of learning, literacy and outreach programs across the library service and at external locations by facilitating and delivering programs as required

6. Accountability and extent of authority

- Regular and timely delivery of programs and outreach visits as scheduled, with the freedom and ability to plan work at least a week in advance.
- Resolve customer service issues and contribute to the smooth operation the library facility when rostered.
- Responsible for library facility opening and closing procedures as rostered.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards, and policies.
- 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

- Under general direction follow established work task processes and routines.
- Must be able to problem solve minor issues regarding the day to day customer service operations of the library, following clearly defined procedures.
- Guidance and advice for decision-making on complex customer service issues is always available from senior staff.
- Problem solve minor issues regarding day to day program session delivery, within agreed processes.
- Troubleshoot minor technical issues with computers and equipment, referring to specialist staff as required.

- Assist and train library officers, volunteers and work experience students in accordance with policies and procedures.

8. Specialist skills and knowledge

- Sound ability in the use of Library Management Systems and Microsoft Office applications including Word, Excel and PowerPoint.
- Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices, and an understanding of creative technologies.
- Plan, develop and deliver programs.
- Excellent understanding of the role and purpose of public libraries and lifelong learning in a community context.

9. Management skills

- Demonstrated ability to use initiative to plan, organise and manage routine functions along with specific daily and weekly tasks.
- Work with minimal supervision and to seek advice and assistance from others when required.
- Direct Library Customer Service Officers when rostered on shifts.

10. Interpersonal skills

- Excellent verbal communication skills, including the ability to gain cooperation and assistance from other employees and the public in the administration of well-defined activities.
- Excellent customer service skills with the ability to confidently and actively engage with customers.
- Strong written communication skills, with the ability to produce lesson plans and program plans for area of responsibility.
- Work well as part of a team, and interact positively with employees and members of the public, especially in resolving issues and providing service.
- Develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
- Good facilitation skills with the ability to deliver learning programs.

11. Qualifications and experience

- A post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together, or lesser qualification together with relevant public library experience.
- Experience working in public libraries or a customer focussed organisation.
- A current valid Victorian driver's licence.
- A current Working with Children's Check

12. Key Selection Criteria

1. A post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together, or lesser qualification together with relevant public library experience.



2. Excellent customer service and verbal communication skills, including the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
3. Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices.
4. Sound ability to plan, organise and prioritise routine functions along with specific daily and weekly tasks.
5. Demonstrated ability to work as a team member and interact positively with employees.

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

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

