

POSITION DESCRIPTION

Position Number:	LIBCS08
Position Title:	Library Customer Service Officer
Division:	People Place & Liveability
Classification:	Level 2 Step 1 – Level 2 Step 4
Status:	Permanent Part Time
Hours:	12 hours per week (0.3 FTE)
Reports To:	Team Leader Library Operations



Position Objectives

To support the Manager Library & Community Development and Team Leader Library Operations in providing quality library services to the community with a strong focus on the provision of excellent customer service. This position includes a variety of administrative, information technology, customer service duties within a library service context.

Some weekend and out of hours work may be a requirement of this position.

Key Result Areas

1. Library customer service.
2. Library duties.
3. Teamwork.

Void without CEO approval:

REVIEWED: Manager		03/01/2025
REVIEWED: General Manager		09/01/2025
APPROVED: Acting Chief Executive Officer		10/01/2025



Key Duties & Responsibilities

1. Customer Service

- Encourage and foster a strong customer focus and teamwork culture.
- Contribute to the direct provision of services to the public by undertaking reference and reader advisory services and circulation and shelving duties as required.
- Effective operation of the library management system.
- Receipt of monies for library related fees and charges.
- Undertake detailed information requests and other duties, as required.
- Assist with maintaining in good order, equipment for use by members of the public and other staff.
- Assist customers with the use of a wide range of Information Technology.
- Support Library staff in the implementation of library and community events and promotions as required.
- Assist in delivery of programs and events.

2. Library Duties

- Provide all aspects of library service duties including loans, reservations, returns, membership registration, local and family history requests, shelf checking and shelving.
- Providing administrative support to the Manager Library & Community Development and Team Leader Library Operations as required.

3. Team Work

- Consistently and actively collaborate, be positive and support effective working relationships with all Council staff.
- Cooperate and support other team members as the need arises.
- Participate in training, development and improvement opportunities and programs.

4. Other Duties

- This position may be required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

5. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.



- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of Council Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.
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- Embrace and support the organisation's customer service charter.

Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current or ability to obtain satisfactory National Police Certificate.
- Current or ability to obtain satisfactory Working with Children Check (WWCC).

Essential

- Commitment to delivering excellent customer service.
- Work collaboratively, effectively and positively in a team environment and independently with minimal supervision once trained.
- Effective written and verbal communication skills.
- Sound numeracy and literacy skills.
- Confidence in the use and application of information technology systems.

Desirable

- General knowledge of libraries.
- Participation in community events and / or programs.
- Cash handling skills.



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / _____ / _____
Signature date

