

# LIBRARY CUSTOMER SERVICE REPRESENTATIVE

## POSITION DESCRIPTION

<b>Position Title:</b>	Library Customer Service Representative
<b>Responsible To:</b>	Coordinator, Library Centre
<b>Council Portfolio:</b>	City Shaping
<b>Council Program:</b>	City Culture
<b>Classification Level:</b>	Salaried, Level 2

### Overview of Portfolio

The City Shaping Portfolio leverages and celebrates our role as a Capital City Council and delivers the services that lead, shape and enable a creative, dynamic, resilient and diverse city both now and into the future.

### Overview of Program

The City Culture Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support and inspire our diverse community, and draw more people to Adelaide to live, study, work and play.

### Key Relationships / Interactions

<b>Internal</b>	Employees across the City Culture Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams City of Adelaide (CoA) Library Service & Community Centre Volunteers
<b>External</b>	Members of the General Public Customers of the Library Service & Community Centres Public Library Service (PLS) Stakeholders

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## Primary Purpose

As part of the City Culture Program the Library Customer Service Representative will;

- Provide excellent service to all customers by being warm, friendly, enthusiastic and knowledgeable.
- Provide excellent customer service to all library customers who contact us whether in person, over the phone or electronically.
- Enrich the customers experience by providing positive, meaningful and relevant options, choices, suggestions and referrals.
- Undertake accurate and timely processing and maintenance of collection according to agreed One Card guidelines and policies.
- Customer Service delivery including, but not limited to: shelving, check-ins/outs, hold reports, purchase requests and other duties as required.

## Responsibilities

The Library Customer Service Representative is responsible for;

- Providing effective, efficient and accurate customer service in the Library and Community Centres including, but not limited to: cash handling, collection maintenance, program support, processing of council payments (for example rates payments, parking expiation, dog registrations).
- Efficiently and accurately applying processes and procedures in line with agreed One Card Standards.
- Working collaboratively to ensure a consistent, collaborative, achievement focussed approach to delivering and promoting high quality, innovative services, products, programs and activities.
- Working collaboratively to ensure the efficient processing and maintenance of Library resources.

## Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

- Complying with the Local Government Code of Conduct for Council Employees at all times.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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## Selection Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below.

<b>Qualifications</b>	Experience working in a library, and/or strong customer service background and related qualifications are desirable.	<b>Desirable</b>
<b>People Management</b>	Experience working with and providing support for volunteers, trainees or work experience students.	<b>Essential</b>
<b>Financial Skills &amp; Acumen</b>	Experience in handling cash and sound numeracy skills.	<b>Essential</b>
<b>Technical Knowledge &amp; Experience</b>	Experience in delivering a high level of customer satisfaction in a customer service environment is essential. Sound knowledge of the role of the Public Library within the community. Experience in using computers, email and the internet in a work or another relevant environment.	<b>Essential</b>
	Experience in the delivery of Library and Community services or programs. Previous experience in automated library systems and library services and knowledge or understanding of the Public Library Service Network in SA.	<b>Desirable</b>
<b>Innovation &amp; Initiative</b>	Ability to work independently when necessary. Ability to display flexibility and initiative. Proven ability to work collaboratively within a high functioning team which values innovation and creativity.	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	Ability to prioritise and be flexible when responding to changing priorities and demands.	<b>Essential</b>
<b>Professional Development</b>	A commitment to ongoing professional development and continuous learning. Enthusiasm for life-long learning, reading and the role of libraries in the community.	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	Demonstrated commitment to, and a thorough understanding of, the principles and practice of good customer service. Ability to work effectively in a team environment. Ability to accept accountability and responsibility to work towards agreed goals and KPI's.	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	Excellent verbal communication skills with the ability to manage challenging clients and situations tactfully and sensitively. Experience in collaboration and liaison within a team and across a program and organisation.	<b>Essential</b>
<b>Administrative Skills</b>	Excellent time management and prioritising skills. An awareness of Workplace Health & Safety issues, standards and actions in the workplace.	<b>Essential</b>
<b>Government Experience</b>	Experience working in a government environment.	<b>Desirable</b>

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## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

### Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

#### Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



#### Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



#### Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



#### Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



#### Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Rostered library customer service including some weekend and evening work will be required in various Centres
- Some out of hours' work may be required to meet the requirements of your role
- An unencumbered Drivers Licence is required.
- A satisfactory Police Clearance is required.
- A satisfactory Medical Clearance may be required.
- This role requires the incumbent to undertake regular mandatory reporting training in accordance with the South Australian Child Protection Act
- Where applicable, I have reviewed and understand the delegations associated with this position.

## Physical Demands

The below table summarises the physical demands of this role.

<b>Task</b>	<b>Customer Service</b>
<b>Work Area</b>	<b>Library Service</b>
<b>Physical Demand Rating</b>	<b>Light Work</b>

Physical Demand	O	F	C	Description	FCE Notes
Sitting	✓			Office chairs in the offices or chairs at the front counter	<p><b>Critical Range of Motion:</b> Shoulders to 120° flexion (repetitive).</p> <p><b>Lift Capacity:</b> Occasional lift up to 10kg. Mostly lifting &lt;5kg.</p> <p><b>Push / Pull Force:</b> Occasional push force up to 10kg.</p> <p><b>Environmental Factors:</b> Working indoors mostly with member of the public close by.</p> <p><b>Task Rotation:</b> Change tasks regularly throughout the day. Some locations have formal 1 hour rotations.</p> <p><b>PPE:</b> Footwear: Sandals can be worn but must have a heel.</p>
Standing		✓		Various surfaces, can be standing for up to an hour at a customer service workstation	
Walking		✓		Short distances inside the library	
Climbing	✓			Rarely climbing a step ladder, occasional stairs at some sites	
Stooping	✓				
Bending	✓			Access low shelving, drawers, public PCs	
Kneeling	✓			Optional: Accessing low shelving and drawers	
Squatting	✓			Accessing low shelving and drawers	
Crawling	✓				
Gripping			✓	Handling of books, resources, returns and computer equipment	
Forward Reach		✓		Re-shelving resources and equipment	
Overhead Reach	✓				
Lift	✓			Light objects mostly <5kg, some containers and resources up to 10kg (e.g. tubs)	
Carry	✓			Light items short distances mostly, trolleys used for longer distances	
Push / Pull		✓		Moving re-shelving trolleys, returns chutes and other trolleys	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%)

**\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

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## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**\*\* Electronic Offer\*\*** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.