

## Palmerston North City Council Job Profile

<b>Position Title</b>	<b>Senior Service Guide – Fixed Term</b>
<b>Reporting to</b>	Community Living Rooms Team Leader
<b>Unit</b>	Libraries & Community Services
<b>Date Created</b>	October 2017

### Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

### Context

Utilising Council’s Library and Community facilities and resources, the Libraries and Community Services Unit delivers a range of services that support many of Council’s strategic outcomes, especially those relating to the social services and cultural sectors.

To be successful it is essential the unit must place the community at the centre of all activities, ensuring that our programmes and services are equitable, effective and delivered efficiently. Palmerston North’s residents need to know that they will receive a consistent level of service regardless of the facility they visit; and that this same level of consistency is applied to the community groups and organisations supported by Council through our Unit.

The Service Delivery Division is responsible for the delivery and circulation of front of house customer services across the library facilities. Their aim is to provide an exceptional experience for those who use the city’s library facilities. The team will achieve this through creating spaces that are welcoming and vibrant, complemented by knowledgeable, proactive and welcoming staff who ensure a personal and hospitable experience.

### Main Purpose

The Service Guides have a positive impact on communities of Palmerston North through the provision of a personalised, engaging, and supportive welcome to the Library – its space, resources, and content. It is about making each person who visits feel welcome; understand how best to help, and helping people achieve what they want to achieve. It’s also about identifying why some people don’t use the service – and how to encourage and enable access for them.

## Responsibility for Managing Staff

None

## Financial Authority

None

## Key Areas of Responsibility

- Exemplify and champion the tenets of manaakitanga to every person who encounters the Library and Community Services Unit and its resources. This includes providing a proactive, professional, and welcoming approach to ensure that people achieve what they came to achieve, and ensuring that other Service Guides maintain this high standard. Provide advice and feedback as and when required to ensure a consistently high level of service
- Develop, maintain and demonstrate a high level of knowledge of the Library's services (*including digital technology and content*), procedures, and programmes to ensure that most customer queries are able to be answered by any service guide: that is, only around 20% of customer queries require information or follow-up from another member of staff
- Identify and provide feedback on opportunities for making the Library more engaging, inviting, or useful for existing and potential communities. This may include suggestions or feedback on content, programmes, or services to the relevant Team Leader
- Support for library initiatives including programmes and events across the wider Library & Community Services unit
- Support or leadership in the planning and delivery of community and school holiday programmes or events to target demographic groups including pre-schoolers, children, youth, seniors, migrants, Māori and Pasifika communities at the Community Living Room branch libraries, and the facilitation of community-lead events and programmes
- Identify and provide suggestions on ways of engaging with those who do not yet use some or all of the Library's content, programmes, or initiatives
- Contribute to the smooth functioning of the Library across a range of tasks including operating the returns room and roaming
- Contribute to the enhancement of the services offered across the Library and Community Services Unit as opportunities arise
- Act as a point of escalation for library processes including customer concerns, overdue or charges, and interloans and ensure that they are resolved in a professional, calm, and sensitive manner
- Provide desk support for any other customer services points across the unit.

**Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

## Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable Council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and Council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly).
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

## Key Relationships

### Internal:

- Libraries and Community Services Unit
- Other Service Delivery Teams
- Content Management Team
- Community Engagement Division

### External:

- Community – individuals and groups
- Community development organisations working in the community

## Typical knowledge, skills, and attributes

### Knowledge (*qualifications and experience*)

- A tertiary qualification is advantageous but is not required;
- Your previous experience in a customer-centric environment and a good understanding of the application of Manaakitanga (hospitality) is essential;
- Understanding of the Treaty of Waitangi principles and how they apply in the context of Library and Community Services; and
- Understanding of Library Services and Systems is desirable.

### Skills and Attributes

- An advanced level of digital literacy with the ability to impart this knowledge
- Strong drive to provide a relevant and effective community focused service using knowledge of systems and processes to enhance user's experiences
- Demonstrated skill and passion in meeting, engaging with, and assisting others from all walks of life
- Must be able to stand / walk / move for periods of up to four hours while interacting with customers, shelving, and other similar duties

- Is friendly, approachable, and able to engage with a wide range of people from varying backgrounds in an effective, sensitive and professional manner
- Ability to contribute to a positive team environment
- Full, or Restricted, Car Licence is essential

## Experience

- Experience dealing with challenging situations in a customer service environment would be an advantage

## Hours of Work

Hours of work are Monday to Friday, 8am to 5pm.

As the Unit is a seven day a week operation and delivers a range of services, there is an expectation that from time to time staff may be required to work evenings and weekends and/or provide cover for front of house customer services at any of the library's. Some flexibility outside the usual hours and days of work will be required on an as required basis to assist with programmes, community events, or community meetings or similar.

Staff will be compensated with overtime payments or time in lieu for previously approved overtime in line with Council's Employment Agreements and Management Team Leave Policy.

## Remuneration

- This role is graded at **GP3** on the Council's remuneration system, i.e. between **\$39,565** (85%) and **\$46,547** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.

## Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Flexibility to be able to work at any of the Community Living Room branch libraries and Central Library as part of the larger Libraries & Community Services Unit.

## Competencies

Core	
<b>Service</b>	Able to identify and understand customers' needs, find solutions, seek feedback and follows up on solutions
<b>Communication</b>	Able to provide clear communication, seek clarification and communicate with a variety of people
<b>Business ethics</b>	Good understanding of and able to implement an ethical approach to work
<b>Information technology</b>	Able to utilise the relevant computer packages used at Council
Role specific	
<b>Library Skills</b>	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise
<b>Relationship Building</b>	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Demonstrates understanding sensitivity to other groups and values diversity
<b>Organisation Achievement</b>	Pro-actively plans work cycle and identifies required resources and deliverables. Ensures that planning and action is aligned with the vision and direction of the organisation. Monitors and takes appropriate action to ensure goals and outputs are achieved. Reports regularly on progress. Seeks world class solutions to performance
<b>Team Work</b>	Is an active and contributing team player. Models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams