

To apply for this position, please answer the questions on the advertisement.

POSITION DESCRIPTION	
<b>Title:</b>	<b>Library Assistant</b>
<b>Group:</b>	<b>Community Connections</b>
<b>Team</b>	<b>Libraries and Museum</b>
<b>Reports to:</b>	<b>Branch Supervisor</b>
<b>Grade:</b>	<b>8</b>
<b>Hours:</b>	<b>Up to 35 hours per week, on a 7 day roster including evening and weekend shifts</b>
<b>Vehicle:</b>	<b>No</b>
Position Purpose	
<p>To provide quality library and museum experiences to a diverse range of customers, consistently adding value by promoting library and museum resources, programs &amp; technology in an engaging way</p>	
Qualifications and Experience	
<p><i>(Minimum required/essential for success in the job)</i></p>	
<p><b><u>Essential:</u> (to apply for this position, please answer the questions in the advertisement)</b></p> <ul style="list-style-type: none"> <li>• Demonstrated commitment to a customer focused role, preferably with experience in a public library environment</li> <li>• Friendly, engaging and enthusiastic with a genuine interest in community life and libraries</li> <li>• High level literacy skills, with a demonstrated interest in reading, technology and community programs</li> <li>• Clear communication skills with the ability to clarify and understand the needs and manage the expectations of a diverse customer base and respond to individual needs</li> <li>• Resilience: the ability to stay calm and focused while balancing the competing demands of a busy service point; thinking on the go, multi-tasking and handling surprises in a positive and professional way</li> <li>• Ability to be flexible and adapt to changing workflows</li> <li>• A high level of self-awareness, an interest in learning new things and a commitment to innovation</li> <li>• Current digital literacy skills with the confidence to support customers with diverse technology across multiple devices, platforms, apps and software</li> <li>• Experience in making suggestions to improvements to a quality management system or suggestions for other business improvements</li> <li>• Current Class C Drivers Licence</li> <li>• Possess a "Working with Children Check" Clearance in accordance with the 'Child Protection (WWC) Act 2012'</li> </ul>	

**Desirable:**

- Certificate III in Library & Information Services or related field
- Recent experience working in a public library
- Familiarity with reader's advisory tools
- Experience in cash handling

**Main Activities/Tasks**

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

**Customer Experience**

- Participate in rostered library customer service shifts, as required, at any library service point or outreach activity, ensuring customers have a positive experience characterised by active engagement
- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience
- Conduct library and museum customer interactions professionally, understanding customer requests, presenting options & explaining solutions that meet customer needs
- Actively engage with the community where they are: via roving customer service, side-by-side assistance or participating in pop-up libraries
- Assist customers in the use of technology and equipment, providing eResources education as required and promoting the use of clever technology relevant to customers
- Assist with the delivery of a diverse range of library and museum programs and outreach activities across the community
- Contribute to the maintenance of an attractive and welcoming environment using agreed marketing techniques and displays that engage customers
- Check, sort and arrange library items in the correct genre and/or shelf order
- Maintain library and/or museum data and systems in a timely and accurate manner

**Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work
- Follow Council policies and procedures
- Contribute to a positive team environment that is focused on continuous improvement
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries & Museum team
- Work collaboratively with other sections of Council to ensure community needs are met

**Professional development**

- Stay connected with developments in public libraries via industry networks, training and seminars
- Keep up-to-date with new and diverse technology relevant to public libraries
- Undertake rotation of roles throughout the library service and museum to support career development and organisational needs

**Work Health & Safety**

- Take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified

- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required

### **Support and promote the integrity and reputation of Council**

- Apply and demonstrate the values of Council across all aspects of work
- Be a role model for quality customer service
- Ensure compliance with all Council policies and procedures and relevant legislation

### **Accountability and Behaviours**

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- To conduct yourself at all times in accordance with Council's Core Organisation Values when dealing with Council, Community, Customers and Councillors (4C's).

### **Organisational Values**

- Apply and demonstrate Council's Core Organisation Values - Collaboration, Accountability, Integrity, Respect, Sustainability