

## POSITION DESCRIPTION

POSITION TITLE	Library Support Officer
DIRECTORATE - SECTION	Community Services – Economic & Cultural Services
LEVEL - EBA	3 - Salaried
RESPONSIBLE TO	Community Librarian

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

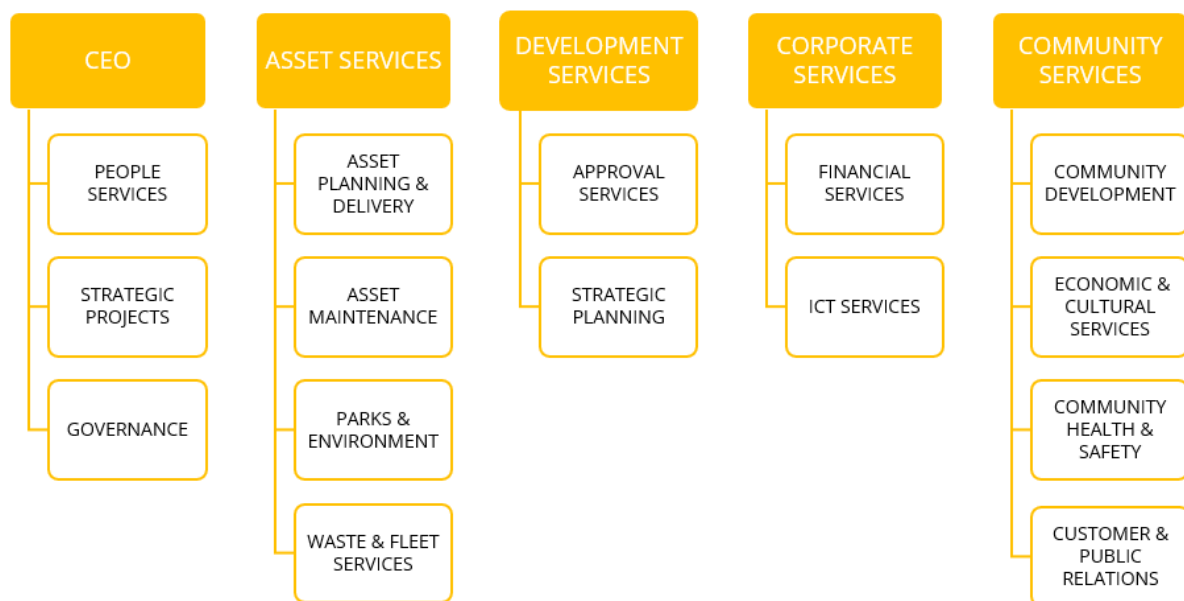
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

To provide quality customer service to members of the public by performing clerical duties efficiently as well as promoting an effective library service through positive communication and responding to customer needs.

## KEY RESULT AREAS

### CUSTOMER SERVICE

- Provide a high level of customer services to patrons by assisting with all enquiries in a polite and professional manner.
- Effectively promote Library services and resources that are available to the community.
- Ensure information provided to customers is correct and delivered in a timely manner.

### SERVICE DELIVERY

- Provide assistance to customers in relation to the use of library equipment, technology and a range of devices.
- Provide support and assistance in the use of Library e-Resources.
- Undertake cash handling duties including (but not limited to) petty cash and bank reconciliation.
- Responsible for opening and closing of City Libraries, inclusive of security requirements.
- Under the broad direction of the Community Librarian, assist in the delivery of events, program delivery, activities and displays.
- Assist in the execution of library courier runs to various sites.
- Efficiently perform all administrative duties including processing of new, incoming and returning stock, data entry and maintenance, circulation tasks and home delivery service/s.
- Process, maintain and promote library memberships.
- Maintain stock records.

### SHELVING AND STOCK MAINTENANCE

- Library collections are accessible and well presented by accurate shelving and stock maintenance.

### WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **TRAINING/QUALIFICATION(S)**

- Certificate III in Library and Information Services or equivalent qualification; or working towards.
- Current Working with Children Check or ability to obtain one.

## **SELECTION CRITERIA**

1. Demonstrated experience in a customer service role (Local Government preferred)
2. Demonstrated knowledge and understanding of public library operations.
3. Commitment to high quality customer service and well-developed interpersonal skills.
4. Ability to work in a team setting and foster positive relationships.
5. Ability to effectively manage time.
6. Ability to adapt successfully to changing situations and environments.
7. Sound skills in trouble shooting IT issues that support customers' use of technology.
8. Proficient in use of Microsoft 365 Apps (including Outlook, Excel and Word).
9. Experience in the use of a Library Management System (SirsiDynix Symphony desirable).
10. Knowledge of Library e-Resources.

## **PHYSICAL REQUIREMENTS**

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## **DIVERSITY**

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## **DRIVERS LICENCE**

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## **AGILITY**

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Coordinator Library Services  
DATE PD REVIEWED/APPROVED: 24 October 2024

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