

Library Officer

Burdekin Shire Council is currently seeking applications for a casual Library Officer to provide relief duties for special circumstances and during periods of employee leave.

The Position

The key responsibilities include:

- Provide excellent customer service to library clients including but not limited to:
 - Issue and return books using computerised system.
 - Assist clients to locate books and publications.
 - Assist clients to access the Internet.
 - Answer questions and queries regarding Library services.
 - Use Library Catalogue to provide assistance.
- Assume responsibility for opening and closing the Library on Saturdays.

The Person

The successful applicant will possess the following attributes at a minimum:

- Demonstrated experience working in a public library.
- Customer service skills in providing face-to-face assistance to the public.
- Ability to effectively communicate with community organisations and groups and other stakeholders.
- Sound level of computer skills, including Microsoft Office and accessing the Internet.

Applicants should familiarise themselves with the entire position description.

The hourly rate for this position is \$26.01 plus the applicable casual loading.

Application packages are available from the Human Resources Office on (07) 4783 9800.

Applications for **17/46 – Library Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description.

Applications can be submitted using one of the following methods:

- By email to – employment@burdekin.qld.gov.au
- By mail to – Confidential Application No. 17/46
PO Box 974
AYR QLD 4807

Applications close on Wednesday 18 October, 2017 at 5.00pm. Word or PDF format is preferable.

For further information please contact the Manager Library Services – Alexis Adams on (07) 4783 9800.

Position Number	20051
Certified Agreement	Burdekin Shire Council Enterprise Bargaining Agreement
Award	Queensland Local Government Officers Award - State
Award Descriptor Group	Community Services
Award Descriptor Level	Level 1
Reports To	Manager Library Services
Place of Employment	Burdekin Library, Graham Street, Ayr

Position Objective

Provide quality customer service to library users and the community using appropriate policies and procedures under the remote direction of the Manager Library Services.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide excellent customer service to library clients including but not limited to:
 - Issue and return books using computerised system.
 - Assist clients to locate books and publications.
 - Assist clients to access the Internet.
 - Answer questions and queries regarding Library services.
 - Use Library Catalogue to provide assistance.
- Assume responsibility for opening and closing the Library on Saturdays.
- Maintain a personal up-to-date knowledge base of current titles and authors.
- Maintain a general knowledge of current community events.

Position Requirements

Knowledge

- Knowledge of customer service principles and the application of those principles.
- Knowledge of Library services, policies, practices and procedures.
- Working knowledge of Library's computer system.
- Working knowledge of Microsoft Office Suite of applications.
- Working knowledge of Dewey Decimal System.
- Knowledge of local community, activities and organisations.
- Broad general knowledge and awareness of current affairs.
- Understanding of Workplace Health and Safety requirements and responsibilities.

Skills

- Service orientation.
- Provide assistance to others with specific functions.
- Interpersonal communication.
- Active learning.
- Active listening.
- Reading comprehension
- Time management

Abilities

- Ability to communicate with a diverse group of people.
- Ability to prioritise workload.
- Ability to work autonomously.
- Oral expression.
- Oral comprehension.
- Written comprehension.

Other Requirements

- Personal characteristics of integrity and honesty; enthusiasm; reliability; sense of humour; commitment; a positive attitude; personal presentation; and adaptability.

Experience and Qualifications

- At least 12 months experience working in a Library.
- Year 12 education or equivalent.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Enter relevant organisational relationship responsibilities here

Extent of Authority

- Enter extent of authority responsibilities here

Core Competencies

These competencies relate to

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.

- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Demonstrated experience in working in a public Library
2. Demonstrated customer service skills in providing face-to-face assistance to the public
3. Demonstrated high level of interpersonal communication.
4. Personal qualities such as enthusiasm, commitment to service, a positive attitude and able to work effectively in a changing environment.
5. Demonstrated skills in the use of Microsoft Office Suite.

Desirable

1. Experience in using the Dewey Decimal system.