



POSITION PROFILE	
Position Number:	5084
Position Title:	CUSTOMER SERVICES LIBRARIAN
Department:	Upper Hunter Regional Library
Section:	Upper Hunter Regional Library
Status:	Permanent, Full Time
Hours:	35 Hours
Ordinary Hours:	Between Monday and Sunday
Grade:	Grade 4
Award Classification:	Band 3, Level 2
Date Last Reviewed:	12 February 2010

POSITION OBJECTIVE

The Customer Service Team Leader is responsible for Customer Services to the Library Service. This includes Circulation, Reader Assistance and Marketing.

KEY DUTIES

1. Customer Service:

- Contribute to the preparation, review and implementation of policies and procedures relevant to the Customer Services area.
- Lead a team in the provision of programs and activities to educate the community on Library Services.
- Act as the key support person for staff and ensure the Library is safe and presentable at all times.
- Maintain the Reference Collection and contribute to collection development in other areas, including handling all donations.

2. Program Management:

- Contribute to effective marketing of the Library and its services, including media releases.
- Prepare and review reports on aspects of customer services.
- Maintain close liaison with relevant organisations, community groups, business groups and customers as appropriate, and act as the staff representative on internal/external committees as agreed with the Regional Library Manager, examples include; Zone Reference, Readers' Advisory & Marketing Group.
- Assist in the development and updating of the Library's Homepage.

3. Planning:

- Plan and Coordinate exhibitions, events and displays.
- Plan and Coordinate special user group activities, for example the Book

Clubs.

- Attend meetings, workshops and seminars relevant to the Customer Services area.

4. Staff Supervision:

- Act as interface between the Regional Library Manager and staff in the Customer Services team.
- Providing leadership and direction to staff in the Customer Services team, including managing staff rosters.
- Ensure clearly defined responsibilities, performance criteria, action plans and feedback on performance are regularly provided to individuals and the Customer Services team.
- Assist in the in-house training of staff including work experience staff.
- Resolve staff problems, issues and grievances in the Customer Service team.

Note: An employee may be directed to carry out such duties that are within the limits of the employee's skill, competence and training. An employee may also be expected to work at a number of branches.

REPORTING LINES

Reports to:	Regional Library Manager
Directly Supervises:	1.8 FTE

CONDITIONS OF EMPLOYMENT

The employee who occupies this position will work within the conditions detailed within the Local Government (State) Award 2007, or the Muswellbrook Shire Council Workplace Agreement in force at that time. In addition, the employee will adhere to all Council policies, guidelines, procedures and Management directives including, but not restricted to:

- Code of Conduct
- Equal Employment Opportunity
- Harassment & Bullying
- Occupational Health & Safety

Council embraces the principles of Risk Management and expects that employees comply with and adhere to the requirements of Risk Management.

The employee must comply with legislative requirements under the Occupational Health & Safety Act 2000 and Occupational Health and Safety Regulations 2001, NSW, and abide by Council's OHS policies and procedures as described in Council's OHS Manual. The employee must participate in the completion of relevant safety documentation and take all reasonable practicable steps to protect their own, and others health & safety in the workplace.

All business conducted by the employee must be in an ethical, friendly, efficient and professional manner.

SELECTION CRITERIA

1. Essential:

- a) Degree or Graduate Diploma in Library and Information Studies and eligible for professional membership of Australian Library and Information Association (ALIA) or equivalent; or Diploma in Library Studies coupled with demonstrated Library experience
- b) Substantial working knowledge of client services within Library operations
- c) Demonstrated ability to prioritise tasks to achieve agreed targets and timeframes.
- d) Ability to communicate to all levels of a diverse community in a service-delivery environment, including managing conflict and difficult customers.
- e) Demonstrated intermediate competence in computer operations including ILMS databases, electronic communications, the internet and the use of Microsoft Office Software (or equivalent).
- f) Class C Drivers Licence.

2. Desirable:

- a) Demonstrated marketing and promotion skills and/or experience

POSITION DESCRIPTION APPROVAL

Director Signature:	<i>U. Garland</i>
Print Name:	UNA GARLAND
Date:	16/2/10.

INCUMBENT ACKNOWLEDGMENT

I, the position incumbent, understand the contents of the Position Description as above and undertake to meet the responsibilities in an appropriate manner. I will abide by Council's policies and procedures.

Employee Signature:	
Print Name:	
Date:	