



1. TITLE

1.1 Position: **LIBRARY CUSTOMER SERVICE OFFICER (SHELVER)**

1.2 Level: **1**

2. CONTRACT

City of Nedlands Enterprise Agreement 2010

3. DIVISION

Community & Organisational Development

4. DEPARTMENT

Community Service Centres - Library

5. POSITION OBJECTIVES

- 5.1 To assist in the provision of high quality library and information services in accordance with the City's strategic and corporate plans
- 5.2 To be a first point of client contact and to perform administrative duties to ensure excellent customer service that promotes the City of Nedlands to residents and the general public

6. QUALIFICATIONS, SKILLS, KNOWLEDGE & EXPERIENCE

- 6.1 Good interpersonal and communications skills
- 6.2 Numeracy and literacy skills
- 6.3 Proficiency in the use of computer software and the internet, including good keyboard skills



- 6.4 Completed year 12 or equivalent
- 6.5 Ability to work with minimal supervision
- 6.6 Ability to work in a team
- 6.7 Good organisational and time management skills
- 6.8 Current Senior First Aid Certificate
- 6.9 Experience working in a public library is desirable
- 6.10 Current 'National Police Certificate'

7. KEY DUTIES/RESPONSIBILITIES

7.1 Shelving Duties

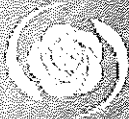
- 7.1.1 Shelving of all returned stock
- 7.1.2 Shelf checking
- 7.1.3 Maintain and keep tidy the appearance of the library and the different collections
- 7.1.4 Maintain and update the displays within the library

7.2 Circulation Desk

- 7.2.1 Assist with issuing and returning of library materials
- 7.2.2 Assist readers with basic general enquiries
- 7.2.3 Receive and receipt monies
- 7.2.4 Process bookings for library programs and equipment
- 7.2.5 Instruct library patrons in the use of library technology

7.3 Other Duties

- 7.3.1 Assist with activities, events and/or special projects
- 7.3.2 Undertake stock maintenance duties as required
- 7.3.3 Other duties as directed by the Library Services Coordinator, Librarians or Senior Library Customer Service Officers to ensure the efficient management of the library service



7.4 Strategic

N/A

7.5 Human Resources

N/A

7.6 Council Support

N/A

7.7 Occupational Safety and Health

7.7.1 To be responsible for ensuring own safety and health and that of other people in the workplace

7.7.2 To comply with Occupational Safety and Health legislation and the City's OSH Policies and Procedures

7.8 Risk Management

7.8.1 To comply with the City's Risk Management Policies and Procedures

7.8.2 To be responsible for reporting possible risks in relation to operational procedures

8. ORGANISATIONAL RELATIONSHIPS

8.1 Responsible to: Library Services Coordinator

Librarians

Senior Library Customer Service Officers

8.2 Supervision of: N/A

8.3 Internal Liaison: All Staff

8.4 External Liaison: General public

9. EXTENT OF AUTHORITY

9.1 Operates under the general direction of Library Services Coordinator and freedom to make decisions in accordance with policies and procedures

9.2 Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.



9.3 Assistance available for problem solving

9.4 Work outcomes monitored

D Blake

Authorised by Director Community & Organisational
Development

19/3/13

19/03/2013

[Signature]

Authorised by Chief Executive Officer

19.3.13

19/03/2013