



City of Nedlands

## Library Customer Service Officer

**Work Type: Casual**

**Closing Date: 23/11/2015**

### **About the role**

The City of Nedlands is increasing the pool of customer service officers for the library service team to provide relief for annual leave, sick leave and other ad hoc relief cover.

The core function of the role is to provide high quality and friendly customer service to Library users. The Officer will be undertaking circulation desk tasks, shelving, and other duties such as inter-library loans and stock processing between our Nedlands and Mt Claremont branches as required.

### **Selection Criteria**

The person we seek will be able to demonstrate:

- Sound customer service skills;
- Good interpersonal and communication skills;
- Effective time management and organisational skills;
- Proficient in the use of the Microsoft Office Suite, and the Internet; and
- Developed working knowledge of library online resources.

Previous experience working in a public library and experience in using the Amlib library management system will be highly regarded.

### **What we offer**

This casual position offers an hourly rate of \$30.36 to \$33.53 (includes 25% loading) which is dependent on skills and experience.

### **Additional details**

Please read the attached Position Description to ensure a full understanding of the role. Confidential enquiries can be directed to Despina Swain, Library Services Coordinator on (08) 9273 3644.

Applications **must** include a covering letter and resume addressing the selection criteria listed above. Applications will be accepted until 5.00 pm, Monday 23 November 2015.

### **How to apply**

Applications can be submitted online by clicking 'Apply for job', by post or in person. Please read the attached Submitting an Application document for additional details.