



Title: Library Customer Service Officer (Shelver)

Position Number: 3107

Division: Corporate and Strategy

Level: One (1)

Position Objectives

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

Organisational Relationships

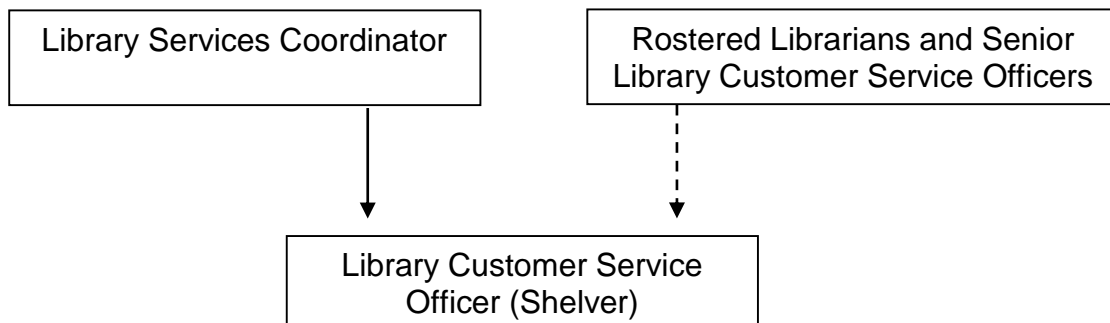
Reporting to: Library Services Coordinator

Responsible for: Nil

Membership of: Community Service Centres

Liaison with: All staff and general public

Organisational Chart





Key Responsibilities

Operational

- **Shelving Duties**
 - Maintain the collections by shelving all returning stock.
 - Shelf checking and tidying.
 - Maintain and keep tidy the appearance of the library and the different collections.
 - Maintain and update the displays within the library.
- **Circulation Desk**
 - Assist with issuing and returning of library materials.
 - Assist with maintaining holds and reservations.
 - Assist readers with basic general enquiries.
 - Receive and receipt monies.
 - Process bookings for library programs and rooms.
 - Instruct library members in the use of library technology.
- **Other Duties**
 - Assist with activities, events and/or special projects.
 - Undertake stock maintenance duties as required.
 - Perform general office duties as required.
 - 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.

Strategic

- N/A

Human Resources

- N/A

Council Support

- N/A

Occupational Safety and Health

- Responsible for ensuring own safety and health and that of other people in the workplace.
- Comply with occupational safety and health legislation and the City's OSH policies and procedures.



Risk Management

- Comply with the City's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.

Requirements of the Job

Skills and Knowledge

- Sound customer service skills.
- Good interpersonal and communication skills.
- Effective time management and organisational skills.
- An understanding of the Dewey Decimal Classification system.
- Ability to work independently and within a team environment.
- Knowledge of library online resources.
- Proficient in the use of Microsoft Office Programs and the Internet.
- Good numeracy and literacy skills.

Experience

- Experience working in a public library would be advantageous.
- Experience in using the Amlib library management system would be advantageous.

Qualifications, Certificates and Licences

- Completed Year 12 or equivalent experience.
- A current 'C' class drivers licence.
- A current Senior First Aid Certificate.

Physical Work Component

During normal duties, the frequency of lifting, carrying or pulling the following weight is:

	Never	Seldom	Occasionally	Often	Always
23 kgs or over		✓			
9 – 22 kgs		✓			
Under 9 kgs					✓



During normal duties, the frequency of the following activities is:

	Never	Seldom	Occasionally	Often	Always
Walking				✓	
Walking on uneven ground			✓		
Driving			✓		
Reaching above shoulder height				✓	
Reaching at shoulder height					✓
Reaching below shoulder height					✓
Bending or crouching				✓	
Kneeling or crawling		✓			
Working with hazardous substances	✓				

During normal duties, the following activity is required to be maintained for:

	0-30 minutes	31-50 minutes	51-90 minutes	Over 90 minutes
Sitting at one time	✓			
Standing at one time		✓		
Driving at one time	✓			

During the average day, the total number of hours spent in the following position or activity is:

	0-2 hours	2-4 hours	4-6 hours	6-8.5 hours
Sitting at one time	✓			
Standing at one time	✓			

During the average day, the position may require working in the following conditions:

	Yes	No
Outside		✓
Extremes of hot or cold	✓	
Damp or humid environment		✓
Noisy environment		✓
Dusty or unventilated environment		✓
Toxic fumes or hazardous chemicals		✓



Extent of Authority

- Operates under the general direction of Library Services Coordinator and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Assistance available for problem solving.
- Work outcomes monitored.

Certification

Approved by: Director Corporate & Strategy Authorised by: Chief Executive Officer

Date Reviewed: November 2015