

CITY OF BELMONT CAREER OPPORTUNITIES

6x Library and Museum Assistants – Customer Engagement

Part Time Temporary 12 months

Hours and rosters available page 6 – 11 of this document

\$55,993 - \$67,845 pa pro rata

With our new Library and Museum Hub due to open soon, the City of Belmont is seeking six suitably experienced, enthusiastic and community focused individuals who thrive on delivering exceptional frontline customer service.

Working various shifts Monday to Sunday over a 4 week roster, the ideal candidates for these temporary positions will have well developed customer service skills, a passion for working with people, an interest in technology and relevant experience working within a library or similar customer focused environment.

Key responsibilities of this position include:

- Delivering a high standard of frontline customer service while also ensuring presentation of library materials, retail stock, shelf order and the Library and Museum is consistently maintained.
- Carrying out circulation duties, including user registrations, supporting self-service loans and shelving of returned library and museum materials.
- Accurately processing payments received including fees and sales.
- Undertaking basic technology troubleshooting to assist Library and Museum customers.

If you are a tech savvy, passionate team player who thrives on delivering exceptional customer service to all members of the community and you meet the requirements of the attached Job Description, we would like to hear from you.

Applications close Monday, 10 August 2020.

Creating opportunities



CITY OF BELMONT
JOB DESCRIPTION

Position Number: 429

Last Reviewed: Jul 20

1.0 POSITION DETAILS

Position Title : Library & Museum Assistant – Customer Engagement

Present Incumbent : Vacant

Classification : Level 2/3
City of Belmont Certified Agreement (2004)

Division : Development and Communities

Department : Community Placemaking

Section : Library & Museum Services

Sub Section : Customer Engagement

Location : Ruth Faulkner Library
213 Wright Street, Cloverdale

Employment Status : Part-Time – Various Rosters – Refer to Section 6
Temporary 12 months

Hours of Employment : Between 8:00am and 7.30pm Monday to Friday, 9:30am and 3.30pm on Saturdays and 12:30pm to 4.30pm on Sundays, as negotiated, with an expectation of being available to work reasonable additional hours as required up to full time equivalent. **NB Rosters currently under review.**

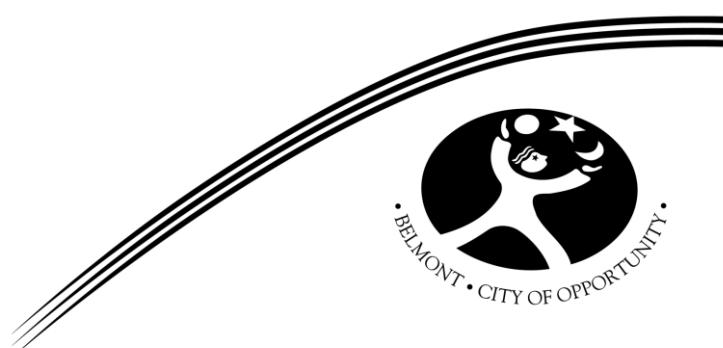
2.0 POSITION RELATIONSHIPS

Responsible to : Specialist - Library & Museum Hub – Customer Engagement or in their absence, Specialist - Library & Museum Hub – Customer Experience or Coordinator Library & Museum Hub.

Responsible for : Nil

3.0 POSITION OBJECTIVES

To assist with the planning, support and delivery of an efficient and effective library and museum service to the community.



4.0 **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- 4.1 As directed by the Specialist – Library and Museum Hub – Customer Engagement, assist with the planning, development and delivery of frontline customer services to ensure they remain effective and meet the needs of users.
- 4.2 Ensure a high standard of frontline customer service is delivered ensuring presentation of library materials, retail stock, shelf order and the Library and Museum's general appearance is consistently maintained to a high standard as required.
- 4.3 Attend promptly to public enquiries relating to services and facilities offered in the Belmont Hub and assist in resolving matters raised or refer to the appropriate Library and Museum Officer, Specialist or City Officer as applicable.
- 4.4 Carry out circulation duties, including user registrations, loans, returns and shelving of library and museum materials and undertake research for users of the library and museum service as required.
- 4.5 Check on the condition of all stock on an ongoing basis and report on identified issues as necessary.
- 4.6 Accurately process payments received including fines, fees and sales ensuring all payments are recorded accurately in the relevant financial system and against the user memberships if applicable.
- 4.7 Undertake basic technology troubleshooting to assist Library and Museum users or refer more complex issues to the appropriate Officer or Specialist if required.
- 4.8 Assist with opening, closing and securing the Library and Museum, as required.
- 4.9 Assist the Specialists with basic research and administrative tasks as required.
- 4.10 In consultation with the Specialists, assist where required in the on the job training of new staff, volunteers and work experience students.
- 4.11 Attend meetings and undertake relevant training as required, in order to competently perform the duties of the position.
- 4.12 Provide assistance and back up to the Library and Museum team as required, to meet operational objectives.
- 4.13 Comply with the City's Equal Opportunity, Discrimination, Harassment and Bullying Policies at all times.
- 4.14 Follow and comply with all Occupational Safety and Health and Environment policies and procedures to ensure personal safety and the safety of others is maintained at all times, including the reporting of unsafe practices or hazards to supervisors or OSH Representatives, whilst protecting the environment and ensuring prevention of pollution.
- 4.15 Actively seek and report on methods of improving systems of work, policies and practices, to ensure the continuous improvement of the City's Business Management System.



- 4.16 Exercise appropriate authority whilst acting in the best interests of the City, its Customers and the Community, meeting legislative and operational requirements.
- 4.17 Undertake other duties, within the scope and level of this position, as directed by the Specialist – Library and Museum Hub – Customer Engagement.

5.0 POSITION REQUIREMENTS

Essential

- 5.1 Excellent interpersonal, conflict resolution and negotiation skills with the ability to communicate with a wide range of people and groups, to ensure delivery of a high level of customer service.
- 5.2 Previous relevant experience working within a Library or similar customer service environment.
- 5.3 Sound research and written communication skills.
- 5.4 Proven organisational and administrative skills preferably within a Library or Museum environment.
- 5.5 Good data entry and numeracy skills, with the ability to apply attention to detail and complete tasks with a high level of accuracy.
- 5.6 Ability to exercise initiative and good judgement when required.
- 5.7 Ability to work effectively both as a member of a team and autonomously, under minimal supervision, as required.
- 5.8 A good understanding of Occupational Safety and Health requirements, as they relate to this position.
- 5.9 Ability to utilise personal computer applications, in particular the Microsoft Office suite of products (i.e. Word, Excel, Outlook), including the ability to use a computerised Library Management System and Point of Sale (POS) systems.
- 5.10 Possession of or ability to acquire, a current motor vehicle driver's licence.
- 5.11 Possession of, or the ability to acquire, a satisfactory National Police Clearance Certificate (dated within the last twelve months).

Desirable

- 5.12 Possession of, or progress towards, a qualification in Library or Museum Studies or a recognised equivalent.

6.0 CONDITIONS OF EMPLOYMENT

- 6.1 General conditions of employment are in accordance with the City of Belmont Certified Agreement (2004).



6.2 This position is being offered on a temporary basis for twelve (12) months with no guarantee that this position will continue beyond this period.

6.3 Hours of work will be as negotiated between 8:00am and 7.30pm Monday to Friday, 9:30am and 3.30pm on Saturdays and 12:30pm and 4.30pm on Sundays, working a minimum number of hours as negotiated in accordance with your allocated roster (see attached).

Please Note: Given the nature of work expectations, these rosters will be subject to change from time to time over the course of your employment.

There is an expectation of being available to work reasonable additional hours as required up to full time equivalent, in order to meet the operational requirements of the position and provide leave relief. Specific hours worked will be paid for in accordance with the Award and City Policy and as such, Accrued Days Off do not apply to this position.

NB: As the Library & Museum Service rosters are currently under review the hours listed above are subject to change.

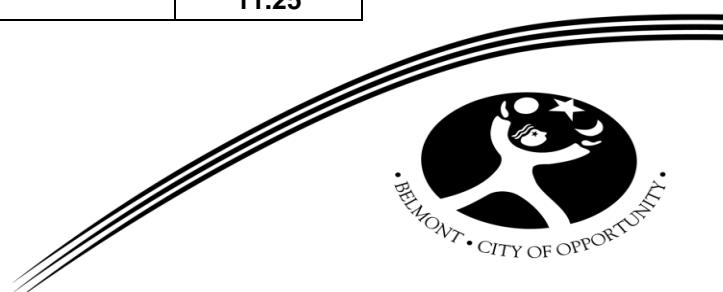
6.4 It is a requirement of this position that the corporate uniform is worn in its entirety at all times whilst on duty and a uniform will be provided upon the successful completion of a probationary period, in accordance with City Policy.

6.5 The City of Belmont is an equal opportunity employer and enjoys a smoke free working environment. In accordance with City Policy, smoking breaks are not permitted outside the normal daily breaks.



Position 1: 48.5 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25
Week 2		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		12
Week 3		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	11.45am - 7.15pm	7
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		14
Week 4		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25



Position 2: 49.25 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25
Week 2		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	11.45am - 3.15pm	3.5
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		15.5
Week 3		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	3.00pm - 7.15pm	4.25
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		11.25
Week 4		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	11.45am - 3.15pm	3.5
Tuesday	3.00pm - 7.15pm	4.25
Wednesday		
Total weekly hours		11.25

Position 3: 48.5 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	11.45am - 7.15pm	7
Total weekly hours		14.75
Week 2		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	3.00pm - 7.15pm	4.25
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		11.25
Week 3		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	11.45am - 3.15pm	3.5
Total weekly hours		11.25
Week 4		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	11.45am - 3.15pm	3.5
Tuesday	3.00pm - 7.15pm	4.25
Wednesday		
Total weekly hours		11.25

Position 4: 48.5 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		12
Week 2		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	11.45am - 7.15pm	7
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		14
Week 3		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25
Week 4		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25

Position 5: 54.75 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	11.45am - 7.15pm	7
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		14
Week 2		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25
Week 3		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	11.45am - 3.15pm	3.5
Total weekly hours		11.25
Week 4		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	11.45am - 7.15pm	7
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		18.25

Position 6: 52.75 hrs per 4 week roster

Week 1		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	11.45am - 7.15pm	7
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Total weekly hours		14
Week 2		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday	3.00pm - 7.15pm	4.25
Tuesday	11.45am - 3.15pm	3.5
Wednesday		
Total weekly hours		11.25
Week 3		
	Hours Worked	Total Hrs
Thursday		
Friday		
Saturday		
Sunday	12.45pm - 4.15pm	3.5
Monday		
Tuesday	3.00pm - 7.15pm	4.25
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		12
Week 4		
	Hours Worked	Total Hrs
Thursday	11.45am - 7.15pm	7
Friday	3.00pm - 7.15pm	4.25
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday	3.00pm - 7.15pm	4.25
Total weekly hours		15.5