

Applicant Information

LIBRARY SERVICE OFFICER

Casual

Grade 3- \$35.62 to \$39.58 per hour

Thank you for your interest in working with the Town of Cambridge. This document will help you prepare and submit a job application and includes information about the recruitment and selection process.

ABOUT THE TOWN OF CAMBRIDGE

Located on the stunning West Australian coastline and just minutes to the Perth CBD, the Town of Cambridge comprises some of Western Australia's most prestigious and utilised facilities and is recognised as one of the more desirable areas in which to live and work.

ADVANTAGES OF WORKING AT THE TOWN OF CAMBRIDGE

Work / Life Balance

Flexible working hours / flexi days (available to most staff)
4.4 weeks annual leave per year

Healthy Lifestyle

Free health assessments, screening and vaccinations
Free entry to Bold Park Aquatic Centre

Attractive Superannuation

An extra 5% on top of statutory 11% contribution for contributing members

Employee Assistance Program

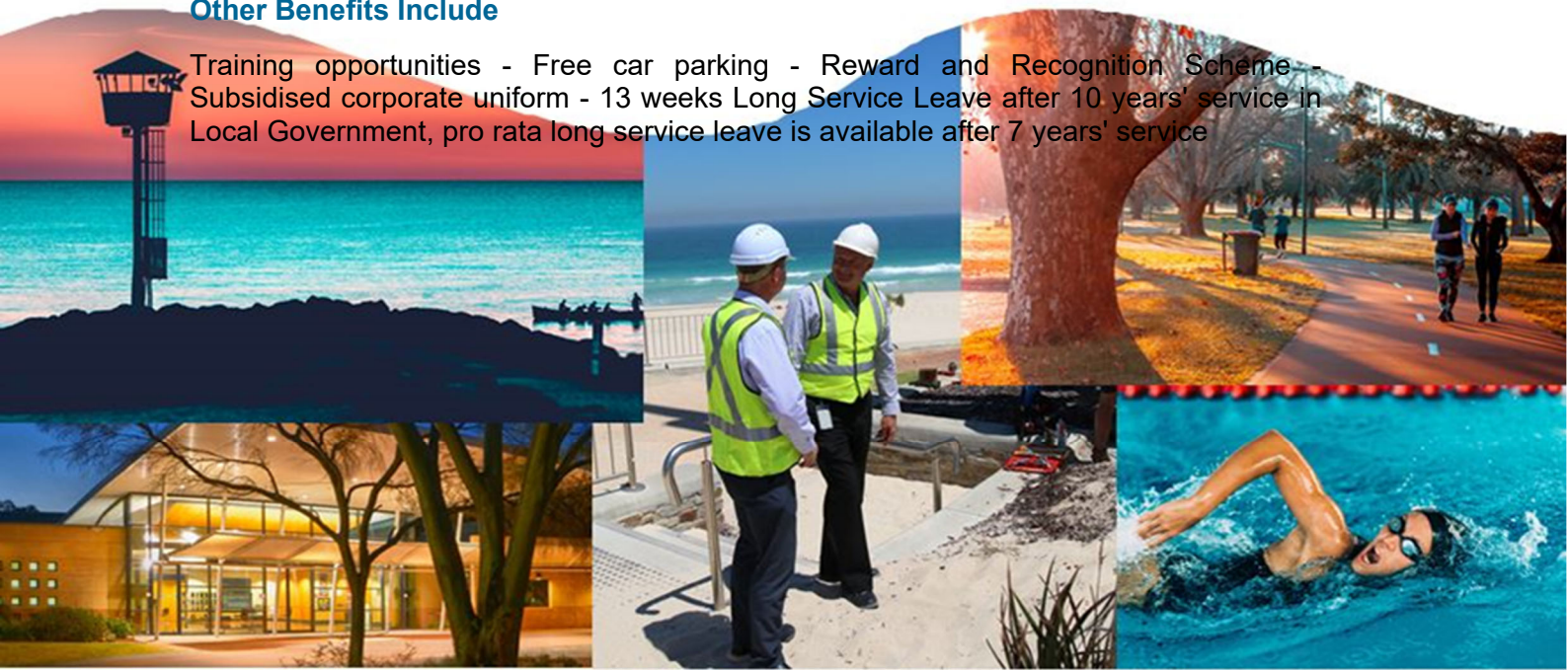
All employees and their immediate family have access to free, confidential professional counselling via the Town's Employee Assistance Program.

Study Assistance Program

Study leave and financial assistance is available to employees undertaking work related study.

Other Benefits Include

Training opportunities - Free car parking - Reward and Recognition Scheme -
Subsidised corporate uniform - 13 weeks Long Service Leave after 10 years' service in
Local Government, pro rata long service leave is available after 7 years' service



WHAT IS THE SELECTION PROCESS FOR THIS POSITION?

The selection process is designed to assess your skills, knowledge and experience for the position. This will be undertaken online and accordingly it is important for you to please use *Chrome, Firefox, Safari, Internet Explorer 8 or newer to complete the tests. **Please do not use your mobile phone:***

Applicants will be directed to an online platform where you will be asked to do the following:

1. Complete an application form and upload a resume. Please note that the Town of Cambridge *does not* require applicants to submit a cover letter; however, if you wish to upload a cover letter it should be combined with your resume prior to uploading.
2. Applicants will be asked to answer 3 questions in response to the requirements of the role; for the role of *Library Service Officer*, these questions are:
 - Are you available to work rosters in accordance with business demands across Monday to Sunday?
 - What do you consider to be the role of public libraries within the community?
 - Tell us about what experience you have with computer applications.

Please give some thought to how you would answer these questions before commencing the application process.

3. Applicants will then be required to undertake a Customer Service Aptitude Profile.

This test is undertaken online as part of the application process and may take up to 20 minutes to complete.



CUSTOMER SERVICE APTITUDE PROFILE

A personality test for customer service positions.

Measures:
Cooperativeness
Personal Diplomacy
Patience
Relaxed Attitude
Achievement

⌚ Estimated Time: 15 minutes

The Customer Service Aptitude Profile (CSAP) measures personality traits that are critical to success in customer service and customer service-related positions. The test assesses characteristics related to customer service potential and performance, such as achievement, cooperativeness, diplomacy, and patience. It provides an overall recommendation about a candidate's suitability for customer service – either Not Recommended, Recommended, or Highly Recommended.

KEY TRAITS



- COOPERATIVENESS
- DIPLOMACY
- RELAXED ATTITUDE
- ACHIEVEMENT
- PATIENCE

Shortlisted applicants will be invited to attend a face to face interview with the selection panel. Following the interview process, preferred candidates may be required to undergo further testing.

Reference checking will be undertaken at the completion of all assessment to validate the preferred applicant's claims for the position.

Should you wish to find out more information on the Town of Cambridge please visit our website <https://www.cambridge.wa.gov.au/Home>

The Town is an inclusive employer and accordingly if you have a disability or condition that limits your ability to complete the online application process before the closing date please contact the HR team on (08) 9347 6012 to discuss an alternative lodgement method or reasonable adjustments to be made to the process.

IF YOU HAVE TECHNICAL ISSUES

You will need a reliable internet connection to complete the test.

You can access some information from the below link to help you prepare for the testing process.

<https://www.criteriacorp.com/resources/candidates.php>

When you first log in you will be asked to write down an Event ID. This is an important step as if you experience an internet connection issue and need to restart your assessment you will go to:

www.oda1.com and enter the Event ID

Ongoing technical issues please email help@criteriacorp.com; you will receive a response within 1 business day

Position Description

Role title:	Library Services Officer
Grade:	3
Position Number:	583
Section:	Community Services
Directorate:	Corporate and Community
Position Objective:	To provide quality customer service to library users by efficiently processing library items and providing customers with information and support in using library resources which includes State Library WA (SLWA), Interlibrary loans and Home Delivery Services.
Stakeholder Engagement:	The position works cooperatively within the library team to ensure library items are accurately recorded and provides assistance to the public in its use of the library. The position would also liaise with SLWA suppliers and other libraries in established programs.
Direct Manager:	Community Engagement Librarian or Collections and Resourcing Librarian
Direct Reports:	Nil
Total Staff Responsibility:	Nil

Our values

Friendly and helpful	Teamwork	Creativity	Integrity	Respect
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Acknowledgement

<i>Employee Signature and Name</i>	<i>Date</i>
<i>Manager Signature and Name</i>	<i>Date</i>

Position registered by

<i>HR Officer Signature & Name</i>	<i>Date:</i>

Key Responsibilities

In the context of the position and the Town's vision and values:

- Undertake processing for accurate issue, renewal and return of library items. This may include processes for:
 - State Library WA (SLWA) cataloguing, statistics and financial processing for acquisitions;
 - Interlibrary Loans processes and statistics;
 - Home Delivery selection and management of material.
 - Preparation of banking and petty cash records; prepare, process and follow up outstanding customer invoices and accounts, credits and repayments.
- Respond to customer queries, providing information and assisting with internet, word processing and other problems related to the public computers.
- Answer phone queries promptly and politely, involving the supervisor as required for more complex queries.
- Undertake stock maintenance and repairs and input new library items to the system.
- Maintain data on the system including stock, membership, reservations, fines, fees and library accounts.
- Shelve items, post mail and maintain the cleanliness library of workplace.
- Assist in the processing of automated reports.
- Assist in creating and maintaining Library displays such as the public notice board.
- Assist in service duties as required for relief or during peak times.
- Work cooperatively with other library staff to facilitate an integrated approach to library operations.
- Maintain awareness of relevant legislation and policies to ensure library services are aligned with requirements.
- Maintain knowledge of emergency evacuation procedures.
- In all actions, be accountable and employ ethical decision making and good governance in line with Town of Cambridge Code of Conduct, values, policies, procedures and broader aspirations
- Be engaged in sustainability initiatives and proactively suggest ways to improve recycling, energy and water consumption in Town operations and how Cambridge can maintain its natural environment in line with Town policy and the Strategic Community Plan.
- Take reasonable care to ensure your own safety and health and that of others, comply with instructions given for the safety of yourself and others and co-operate with management in its fulfilment of its legislative obligations, in line with Town policy.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Previous customer service experience responsible for processing information in a busy environment.
2. Sound knowledge of automated library management systems, e-resources, associated devices and download processes.
3. Ability to lift and carry a medium load; and to work rostered hours including evenings, Saturday mornings and Saturday afternoons, and Sunday.
4. Skills in keyboarding, data entry and processing.
5. Interpersonal and communication skills to work collaboratively within a team, to provide information to customers, and resolve conflict in customer service matter, including late fees.
6. Organisational skills and initiative to undertake routine tasks.
7. National Police Certificate.