

CITY OF BELMONT

Career Opportunities

Library & Museum Assistant- Customer Engagement

\$61,948 - \$75,060 pa pro rata + Superannuation

Temporary until 31 December 2024

Part Time, approximately 45.5 hours per fortnight

About us:

The City of Belmont is a Tier 1 council that proudly offers its residents and visitors facilities, services, events, spaces and plans for the future, that enables the community to live, work and play in ways that are healthy, efficient, safe and sustainable. The City of Belmont boasts spectacular views of the Swan River, close proximity to the Perth Central Business District, has state of the art facilities at the Belmont Library and Museum Hub, plentiful multipurpose parks and included within its boundaries Perth Airport's Domestic and International terminals.

The City of Belmont offers employees free onsite parking, there is easy access to public transport, great end of trip facilities and has fantastic shopping options at Belmont Forum shopping centre, Costco and DFO.

About the role:

The City of Belmont is seeking a suitably experienced, enthusiastic and community focused individual who thrives on delivering exceptional frontline customer service to working various shifts over a 4-week roster.

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 as a whole 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.

About you:

The ideal candidate for this position will have well developed customer engagement skills, an interest in technology and relevant experience working within a library, museum or similar customer focused environment.

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



CITY OF BELMONT

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How to apply:

By clicking the 'apply' button, you will be directed to the City of Belmont's employment page, where you can access the position description. Please enter your details, upload your current resume and cover letter. Please complete the questionnaire as well as addressing the listed Essential Position Requirements, then submit your application.

Applications close Monday, 12 February 2024

Please note: Applications are considered as they are received, and interviews will be arranged accordingly. The City reserves the right to close adverts early, therefore an early application is encouraged.

The City of Belmont is an equal opportunity employer dedicated to diversity in the workplace. We provide merit-based employment opportunities to people without regard to race, gender, ethnicity, disability, age, religion or sexual orientation. We encourage applications from Aboriginal and Torres Strait Islander heritage, people with disabilities, and people from culturally diverse backgrounds to explore the opportunity of a career at the City of Belmont. If you require an additional support or adjustments regarding interview arrangements, please advise in advance.

For more information on eligibility requirements and to apply for this position please visit www.belmont.wa.gov.au. Further assistance with your application is available by phoning 08 9477 7217.



CITY OF BELMONT
JOB DESCRIPTION

Position Number: 476

Last Reviewed: Jan 24

1.0 POSITION DETAILS

Position Title : Library & Museum Assistant – Customer Engagement
Present Incumbent : Vacant
Classification : Level 2/3
Division : Development and Communities
Department : Library, Culture and Place
Section : Library and Museum Services
Location : Ruth Faulkner Library
213 Wright Street, Cloverdale
Employment Status : Temporary Part Time
Forty-five and a half (45.5) hours per fortnight (as per initial roster below).

2.0 POSITION RELATIONSHIPS

Responsible to : Specialist - Library & Museum Hub – Customer Engagement & 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 customer service including outreach and home delivery services to ensure they remain effective and meet the needs of users.
- 4.2 Ensure a high standard of 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, referring 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 Work, Health & Safety 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 WHS Representatives, whilst protecting and sustaining the environment.
- 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 Possession of a current motor vehicle driver's licence.
- 5.3 Previous relevant experience working within a Library or similar customer service environment.
- 5.4 Sound research and written communication skills.
- 5.5 Proven organisational and administrative skills preferably within a Library or Museum environment.
- 5.6 Good data entry and numeracy skills, with the ability to apply attention to detail and complete tasks with a high level of accuracy.
- 5.7 Ability to exercise initiative and good judgement when required.
- 5.8 Ability to work effectively both as a member of a team and autonomously, under minimal supervision, as required.
- 5.9 A good understanding of Work, Health & Safety requirements, as they relate to this position.
- 5.10 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.
- 5.11 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 recognised equivalent.

6.0 **CONDITIONS OF EMPLOYMENT**

- 6.1 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.



Initial Roster

| 45.5 hours per fortnight | | | | | | | |
|---------------------------------|---------------------|------------------|--------------|---------------|---------------------|------------------|--------------|
| WEEK 1 | Hours Worked | Total Hrs | Break | WEEK 2 | Hours Worked | Total Hrs | Break |
| Thursday | 11.45am - 3.15pm | 3.5 | 0 | Thursday | 11.45am - 3.15pm | 3.5 | 0 |
| Friday | 8.30am - 12.00pm | 3.5 | 0 | Friday | 8.30am - 12.00pm | 3.5 | 0 |
| Saturday | | | | Saturday | 9.30am-3.30pm | 5.5 | 0.5 |
| Sunday | | | | Sunday | | | |
| Monday | 11.45am - 3.15pm | 3.5 | 0 | Monday | | | |
| Tuesday | 8.30am - 12.00pm | 3.5 | 0 | Tuesday | 8.30am - 12.00pm | 3.5 | 0 |
| Wednesday | 8.30am - 5.30pm | 8 | 1 | Wednesday | 8.30am-5.00pm | 7.5 | 1 |
| | | 22 | | | | 23.5 | |

