



## Information Officer

### 2 x Permanent Part-Time Positions

#### About the role:

The Information Officer's primary responsibility is to deliver seamless customer service in the City of Swan Libraries, Customer Support Centre, and Place Hubs in accordance with the City's Customer Service standards. This role will act as the first point of contact for all Library information and City of Swan information or to access City services offered from Place. Customer contact will be face to face, over the phone or supporting on line contact and transactions and will process financial transactions, including rates and other Council payments, and reconcile accounts in accordance with City of Swan & SLWA procedures. In addition, this position supports specialist staff in the promotion and delivery of programs and activities that supports literacy, community learning and inclusion.

We currently have two permanent part-time opportunities at Ellenbrook Library:

- 1 x permanent part-time position (57 hours per fortnight)
- 1 x permanent part-time position (38 hours per fortnight)

Positions based at Ellenbrook Library also have the responsibility to deliver seamless customer service and support to ESC (Ellenbrook Secondary College) staff and students as their school library.

We may use the pool of applicants received for this recruitment for other upcoming fixed term, part-time or casual vacancies that may arise.

#### Key Accountabilities include, but are not limited to:

- Act as the first point of contact and provide a high standard of customer service to all customers seeking Library and/or City of Swan information and respond to their request or ensure they are referred to the appropriate City Officer or external agency;
- Process financial transactions, including rates and other Council payments, and reconcile accounts in accordance with City of Swan & SLWA procedures;
- Assist clients to use City and library technologies and online resources enabling customers to access information on the City of Swan and Libraries websites; access the Internet through the Libraries PCs and Wi-Fi connections; and assist customers in accessing the Library's e-resources;
- Operates within a framework of well established procedures and workplace routines with direct supervision from senior staff;
- Promotion of City and Library services to the community through a range of media and public;
- Support specialist staff in promotion and delivery of Inclusive Community Learning Programmes – including, but not limited to - adult learning sessions, author talks, youth workshops, tech-help sessions, book-clubs, and early literacy programs

For more information on the role please refer to the position description.

#### The successful candidate will have the following:

- Demonstrated experience in a fast paced customer service environment
- Excellent customer service skills
- Well-developed communication skills
- Demonstrated experience working within a team
- Proficiency in Microsoft Office

- A satisfactory National Police Certificate
- A Working With Children Check, or willingness to obtain

#### **About working with us:**

The **salary** for this position will be from \$63,778.00 - \$68,217.90 per annum pro rata, depending on the skills and experience of the successful applicant.

#### **You will also enjoy benefits including:**

- Excellent leave entitlements e.g. purchase additional leave, Local Government public holiday
- Up to 16.5% Superannuation
- Comprehensive employee wellness program
- Generous study assistance
- Free parking options available

#### **About the City:**

The City of Swan, located north east of Perth, is the largest local government by land size in the Perth metropolitan area, and has one of the fastest growing populations. The City covers an area of 1,042 square kilometres, equivalent to almost 20 per cent of the Perth metropolitan area. A beautifully diverse expanse of land, the City is rich in natural assets, including the iconic Swan River and internationally renowned Swan Valley viticulture region established in 1829.

Our location, services and facilities make the City an attractive place to live. The population across our 42 suburbs stands at 168,334 in 2023, but is set to reach 300,000 by 2050.

The Whadjuk people of the Noongar Nation have been the traditional custodians of the land for more than 40,000 years. The Derbal Yerrigan (Swan River) holds enormous cultural significance for the Noongar people. The City is also rich in European history, and our community is a melting pot of multiculturalism, with one in three people being born overseas and one in five speaking a language other than English at home. Our ideal location, significant history, diverse community and strong economy ensures a positive future for the City of Swan, full of opportunity.

Our purpose at the City is to improve the quality of life for all of the people who live in, work in and visit the City of Swan by delivering our vision of 'one city, diverse people, culture and places' through shared values of respect, excellence, accountability and leadership.

At the City of Swan we are committed to recruiting and retaining the right people and creating a great place to work. We offer our employees *real careers, real impact, and real rewards*.

*We welcome people with diverse skills, experiences, perspectives and backgrounds and encourage applications from Aboriginal or Torres Strait Islander peoples, and individuals who may identify as LGBTIQ, with disability, a culturally and linguistically diverse background, and people of all ages.*

**For a confidential discussion**, please contact Stephanie directly on (08) 9207 8567.

For queries regarding the application process, please contact our friendly People Services team on (08) 9267 9014.

**To apply** please submit a **resume** that outlines your experience and qualifications via the link. Please ensure your resume includes your order of preference of the positions available.

**Closing Date:** Sunday 16 June, 2024 at 11pm AWST.

**The City of Swan reserves the right to commence shortlisting and interviews earlier than the closing date. The City also reserves the right to close the vacancy early therefore if you are interested in this position please submit an application as early as possible.**