



## **Library Customer Service Officer**

### **Join Our Library Team!**

Casual Library Customer Service Officer

📍 Nedlands & Mt Claremont Libraries

### **About Us**

The City of Nedlands is just 7km from the Perth CBD, stretching from the beautiful Swan River all the way to the edge of the Indian Ocean. We're proud to serve a diverse, connected, and welcoming community — and our libraries are right at the heart of it all.

### **About the Role**

We're on the lookout for friendly, tech-savvy, and community-minded individuals to join our Library Services team as a Casual Library Customer Service Officer.

In this role, you'll be more than just the first point of contact — you'll be a go-to person for everything from borrowing books to helping with technology, assisting with programs, and making visitors feel welcome. If you love helping people and enjoy the buzz of a community space, this could be a perfect fit.

This position covers shifts across both Nedlands and Mt Claremont Libraries, including mornings, afternoons, evening, and weekend shifts.

### **What You'll Be Doing**

- Welcoming and assisting library users at the front desk and throughout the library
- Shelving and organising collections so everything's where it should be
- Processing stock and maintaining our resources
- Helping customers with general tech queries (yes, even printing!)
- Supporting library programs and events when needed

### **About You**

We're looking for someone who brings:

- Excellent customer service skills and a proactive approach to helping others
- Clear communication and strong interpersonal skills

- The ability to work independently and as part of a collaborative team
- Confidence with Microsoft Office and general digital technologies
- Basic troubleshooting skills (you don't need to be a tech wizard, just handy!)
- A current Provide First Aid Certificate & Working with Children Check (if required)
- Willingness to undertake a pre-employment medical
- Completion of Yr 12 or equivalent experience in the area
- Library experience preferred
- Spydus experience preferred

### **What You'll Get**

- \$40.70 - \$44.93per hour (including 25% casual loading) + super
- Up to 14% superannuation contributions (conditions apply)
- Ongoing training and development opportunities
- Access to our Employee Assistance Program and Fitness Passport
- Corporate discounts on private health insurance

### **Sound Like You?**

Please read the Position Description to find out more. You'll need current working rights in Australia to apply.

Questions? Reach out to Despina Swain, Library Services Coordinator, at (08) 9273 3644.

Apply online at [www.nedlands.wa.gov.au](http://www.nedlands.wa.gov.au) by 5pm AWST, 8 September 2025.

*We encourage early applications, as interviews may begin before the closing date.*