

POSITION DESCRIPTION

Position Title:	Library Officer	Reports to:	Branch Coordinator
Department:	Community and Customer Services	Directorate:	Community, Planning and Environmental Services
Stream:	Stream A	Pay Level:	Level 2 (Division 2 - Section 1) Plus 12% superannuation & 17.5% leave loading
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended

1.1 THE DEPARTMENT

The Community and Customer Services Department consists of three (3) teams:

- Community Engagement
- Customer Service – Warwick and Stanthorpe
- Libraries – Warwick and Stanthorpe

The Community and Customer Service Department is responsible for planning and delivering tangible uplift in the wellbeing and liveability of the Southern Downs community and for shaping and delivering customer services that meet community current and future requirements. The Department co-creates and delivers strategies to support mutual collaboration opportunities between community groups, encourage capacity building and foster a connected and engaged community. The Department maintains a variety of community facilities and coordinates initiatives such as civic events.

At the heart of local engagement, the Department will have a focus on building strong connections between Council and the community that promotes a sustainable Southern Downs where all residents have the opportunity to grow, learn, create, care and connect within.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | **One Region, One Team** | **Lead by Example** | **Service Excellence** | **Our People, Our Strength**

1.3 THE OPPORTUNITY AND JOB ROLE

The key function of the role is to contribute to the efficient and effective functioning of the Library, by providing library services to the community which are compatible with Council goals, plans and policies.

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role include:

- Maintaining records consistent with Council requirements and the Privacy Principles;
- Provide a high-quality customer service to both internal and external clients
- Undertake circulation and other duties as directed by Supervisor
- Assist members of the public with the use of the library, including technologies
- Assist members of the public with information and reader services
- Processing and maintaining library materials
- Assist with the development and running of library programs and displays, including children's programs
- Administrative assistance to the Branch Coordinator
- Maintain confidentiality of Council information obtained during the course of employment
- Participate in the Regional delivery service, including driving to service points and managing materials
- Other duties as directed by the supervisor.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

- Substantial customer service experience involving face to face interactions and demonstrated commitment to providing excellent client service, including highly developed interpersonal skills
- Demonstrated strengths in literacy and numeracy, attention to detail
- Demonstrated current technical ability in a variety of information technology systems relevant to library services
- Demonstrated ability to operate effectively within a team environment
- Strong organisational skills and demonstrated ability to manage time effectively to achieve outcomes within required timeframes
- Proven ability to work with limited supervision and maintain confidentiality
- Ability to undertake physical tasks including bending, lifting, carrying and reaching
- Knowledge of work health and safety considerations relevant to the role and how to limit risks in the environment where this role operates
- Commitment and adherence to the SDRC Values

DESIRABLE CRITERIA

- A sound understanding and general interest in Local Government operations
- Experience in working in a library or a general understanding of library operations
- A basic understanding of cataloguing

1.6 TRAINING

- On the job training will be provided to ensure that the position holder maintains a satisfactory knowledge and skill base.
- The position holder will be encouraged to attend workshops and seminars relevant to the position so as to ensure ongoing professional development.

1.7 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.8 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.9 REQUIRED LICENCES AND QUALIFICATIONS

- A Class C (car) licence or greater is required in this role.
- A Blue Card (Working with Children) or the ability to obtain this prior to commencement is also required.

1.10 DESIRABLE LICENCES AND QUALIFICATIONS

- Relevant qualification of at least certificate level

1.11 OTHER POSITION REQUIREMENTS

PROBATION PERIOD

- This role may be subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE EMPLOYMENT CHECKS

- Prior to employment external candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Pathology drug and alcohol/swab drug screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
- Prior to employment external candidates **may** also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Rights to Work in Australia – VEVO check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.12 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP

