



Position description

Library Customer Experience Officer

Position	Reporting relationships	Other key relationships
Library Customer Experience Officer	Reports to Library Customer Service Coordinator	Library Services Department Library Admin Team Library Volunteers Customer and Community Members

Position overview

Reporting to the Library Customer Experience Coordinator, the Library Customer Service Officer is responsible for:

- The support of the City of Tea Tree Gully Library's strategic objectives through providing excellent customer service to Library customers
- Representation of Council in a positive and professional manner
- The provision and/or facilitating of the delivery of efficient, responsive, high quality services and information to Library customers
- The support of the Library admin team when required.

Key outcomes

Responsibilities:

- Delivery of a high level of service to Library customers via face to face, phone and email interactions in line with the library customer charter and service standards.
- Demonstrate patience, empathy in problem solving and troubleshooting customer queries regarding a range of library electronic resources, devices and applications, including assistance in an online environment.
- Understand role priorities and manage own work flow.
- Promote understanding of Library services, resources and facilities and provide a professional information service, handling customer enquiries and complaints.
- Actively share ideas, expertise and skills with staff, work experience students and volunteers.
- Provide positive support for team members in order to maintain a cohesive, dynamic work environment.
- Participate in adhoc project work as delegated by the Library Customer Service Coordinator.
- Provide support to the library admin team, assisting with tasks such as balancing library monies, responding email customer requests and other admin duties as required.
- Demonstrate our Values and behaviours.
- Work collaboratively with others to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines and standards, and with the requirements of the Equal Opportunity Act 1984, Disability Discrimination Act 1992 (as amended) and all other associated legislation, including the Local Government Act.
- Report all risks identified in the course of undertaking the duties relevant to this position.

Contributes to and supports:

- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.

Safe Environment (for mandated notifiers only)

- Adhere to the Safe Environments Policy and any associated procedures.
- Notify the SA Department of Child Protection if, on reasonable grounds and in the course of your work, you suspect that a child has been or is being abused or neglected.
- Seek advice and support from your team leader/manager if a notification is required.
- Advise your manager if there is a change in your criminal history status, and provide a Working with Children Check every five years, unless more regular screening is required for legislative purposes.

Work health, safety and wellbeing

- Contribute to a culture where everyone places safety first.
- Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment that is provided to protect their health and safety.
- Follow reasonable instructions given on health & safety and injury management.
- Comply with health and safety and injury management policies and procedures and actively participate in associated training and programs.

Special conditions

- Regular weekend and evening work is required.
- Ability to perform physical tasks such as kneeling, bending, shelving above shoulder height and pushing trolleys with a push/ pull force of 14.5kg.
- Child Safe Environment and Mandated Notifiers Training.

Relevant History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate Department of Human Services (DHS) Working with Children Check (previously known as Department of Communities and Social Inclusion (DCSI) Child Related Employment Screening).

Qualifications (or demonstrated equivalent experience) – (E) denotes essential qualifications

- Nil required

Skills/capabilities

- Strong customer service ethic (E)
- High emotional intelligence and empathetic nature (E)
- Problem solving skills (E)
- Ability to work as part of a team (E)
- Well-developed verbal and written communication skills (E)
- Willingness to learn (E)
- Excellent organisational skills with the ability to prioritise tasks and meet conflicting deadlines (D)

Experience – (E) denotes essential experience

- Demonstrated experience in providing customer service. (E)
- Experience in working in a team environment. (E)
- Experience in using a variety of computer applications and range of technology. (E)
- Cash handling (D)
- Practical experience working in the Public Library field

Knowledge – (E) denotes essential knowledge

- Confidence in using computer systems, Internet, social media, on-line resources, Microsoft Office, Apple software, mobile devices and apps. (E)
- Understanding of Public Library Services, principles and practices including the One Card Network.
- Beginner knowledge of library management systems and technologies.

Organisational core competencies

- **Digital literacy** – ability to use the essential technology, devices and systems required for the role, or ability and willingness to learn this.
- **Communication**– Verbal: expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.
Written: expressing ideas clearly in documents that have written organisation, structure, grammar, language and terminology adjusted to the needs and characteristics of the audience.
- **Customer service** – ability to demonstrate a high level of customer care by providing professional, helpful, high quality service, before, during and after the customer's requirements are addressed.
- **Resilience** – the ability to bounce back when faced with challenging circumstances or when things don't go as planned.