

CUSTOMER EXPERIENCE COORDINATOR

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes. Our systems, processes and tools are contemporary and reflect leading practice. Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
• Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan	• Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future	• Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION



The position is:

Position Title	Customer Experience Coordinator		
Department & Section	Community Development Community Learning & Libraries		
Team	Libraries		
Reporting to	Customer Experience Team Leader		
Positions Reporting to it	Library Officers and Home Library Officer		
Classification and Stream	MOA Level 4		
Position Number	5520 5720 5721 5580 5798	Prescribed Position:	YES ☒ NO ☐

How does this position contribute to our community?

- Through the effective supervision and leadership of the operations in PAE Libraries, the Coordinator helps make the City of Port Adelaide Enfield a safe, inclusive, welcoming city where people can thrive.
- By delivering, coordinating and supporting positive customer experiences at PAE Libraries, the Customer Experience Coordinator facilitates community access to collections, spaces, technology, information, resources, programs, learning opportunities and Council Services.

What does the position do?

- Coordinates and supports library staff to deliver operational requirements and provide great service to our community.
- Provides leadership, direction and implementation of UNESCO Public Library Manifesto, City Vision and Libraries Section Plan.
- Works across all PAE Libraries and within PAE Council to support library outreach opportunities.
- Works under the general direction of the Customer Experience Team Leader, exercising a degree of autonomy and professional judgement with assistance as required.
- Coordinates work portfolios and projects to deliver effective operations of PAE Libraries.
- Supports the delivery of best practice customer service across the City of PAE Libraries.
- Maintains day-to day rosters, supports training and development opportunities for staff, and balances resourcing requirements.
- Manages the facilities and coordination of meeting rooms and spaces.
- Maintains budget expenditure within position delegation.
- Delivers WHS incident de-briefs and acts as an escalation point for customer behaviour management.
- Responsible for workplace inspections, supervision of contractors and oversight of inductions.
- Contributes to the development and delivery of library procedures and processes.
- Supports the recruitment of PAE Libraries staff and volunteers.
- Coordinates the management of staff and volunteers, including performance development reviews and general people management.
- Coordinates, develops, and delivers PAE Libraries customer experience training with assistance from the Customer Experience Team Leader Libraries when required.
- Supervises and manages the coordination of the Home Library Service.
- Ensures compliance with the Code of Conduct, Council policies, procedures and guidelines.

Position Title – Customer Experience Coordinator: **Date** – November 2024

POSITION DESCRIPTION



- Other reasonable duties as required.
- May be required to work out of hours, evenings, and weekends to support the operational requirements of PAE Libraries.

What outcomes does the position deliver?

- PAE Libraries are welcoming and accessible and promote creativity and participation, providing opportunities for people to connect through stories and promoting literacy in the community.
- PAE Libraries collections and resources are maintained, curated, presented and promoted, in collaboration with the PAE Libraries Collections team.
- Customers experience a high degree of first contact resolution.
- The supervision and management of PAE Council services in PAE Libraries.
- A high level of multi-disciplinary technical skills across all functions of the library service.
- Effective leadership and clear and responsive communication.
- Responsible and appropriate financial management of library revenue.
- Buildings and facilities are maintained to a high standard.
- PAE Libraries are safe spaces.

The behaviours we expect the position to contribute to our workplace are:

- Strong psychological resilience and self-awareness, capable of maintaining composure under pressure and reflecting on personal strengths and areas for growth.
- Strong and effective communicator and active listener.
- A positive motivator with strong interpersonal skills that facilitate good working relationships, build trust and foster a positive workplace culture.
- Authentic leader who builds constructive relationships with people at all levels across the organisation.
- Alignment to PAE Values and Code of Conduct.
- Enthusiasm to complete tasks.
- Empowering leader who develops, coaches, and provides appropriate feedback to assist others reach their full potential.
- Operates with a high level of empathy and openness to ideas and diversity.
- Customer focused and passionate about delivering exceptional service for our community.
- High level interpersonal and influencing skills that build good work relationships.
- Good problem solving, innovative thinking and informed decision making.
- Able to work confidently in high pressure, fast paced environments, delivering multiple projects and outcomes across PAE Libraries and successfully responding to changing priorities.
- Adaptability and flexibility to new ideas and concepts and the ability to bring people along the change journey
- A passion for personal development and commitment to continuous improvement.

Qualifications for the position

- A degree qualification in Library and Information Management or demonstrated equivalent experience is essential.
- Current Working with Children's Check (WWCC), Child Safe Environments certification is essential.
- Current Class C Driver's license is highly desirable.

POSITION DESCRIPTION



Experience

- Experience supervising staff.
- Demonstrated experience, working collaboratively in a dynamic and complex environment with a diverse workforce and community.
- A background working in a public library environment is essential.
- Understanding of records management responsibilities and local government practices is desirable.
- Experience delivering successful projects and reporting within local government framework is desirable.

Knowledge

- Knowledge of public libraries and their role in society, including current trends in technology and innovation.
- Up to date knowledge of best practice and emerging trends in service provision within public libraries.
- Knowledge of the role of local government in the community.
- Proficient in the use of information technology, and library systems, with a sound working knowledge of public library digital resources.
- Sound knowledge of literature and reader advisory.
- A high level of literacy, written and verbal communication skills.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.
- Foster a cyber security conscious culture in your team by understanding the cyber security risks to your team, and encouraging the correct cyber security behaviours
- Ensure training is provided to employees in positions of trust or who have heightened cyber security responsibilities, or increased risk profiles to ensure sound cyber security practices are understood, and effective cyber security controls are implemented and followed

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments All Staff

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.