



CUSTOMER EXPERIENCE COORDINATOR

The City of Port Adelaide Enfield is:

A City that values its diverse community and embraces change through innovation, resilience and community leadership

We have a plan to achieve our vision:

ECONOMY

We are a thriving economy and a business-friendly City

COMMUNITY

We are a safe, vibrant, inclusive and welcoming City for our residents, businesses and visitors alike

ENVIRONMENT & HERITAGE

We are a low carbon, water sensitive and climate resilient City and our built heritage is protected, embraced and celebrated

PLACEMAKING

We are a unique and distinctive collection of active places, created and cared for through strong partnerships

LEADERSHIP

We are an innovative, collaborative and high performing leader within local government

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 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
<ul style="list-style-type: none">• The 'why'• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	<ul style="list-style-type: none">• The 'what'• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	<ul style="list-style-type: none">• The 'how'• Trust, honesty, integrity• Care and support each other• Work as a team• We celebrate success• We are accountable• Open communication



The position is:

Position Title	Customer Experience Coordinator		
Department & Section	Community Development, Libraries		
Team	Customer Experience		
Reporting to	Customer Experience Leader - Libraries		
Positions Reporting to it	Library Officer – Customer Experience		
Classification and Stream	MOA L4		
Position Number	5580	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- Through the effective supervision and leadership of the day-to-day operations in the Libraries, the Coordinator helps make the City of Port Adelaide Enfield a City where people love to be. A City of opportunity and a City that supports community wellbeing by providing welcoming and flexible services, resources and programs to library customers.
- By delivering, and supporting, positive customer experiences at the City of PAE Libraries, the Customer Experience Coordinator facilitates community access to information, resources, programs, learning opportunities and Council Services.
- The Customer Experience Coordinator works to ensure the Libraries are places that are welcoming, accessible, creative and participative; that provide opportunities for people to connect with each other in their local community.

What does the position do?

- Provide effective site-based leadership in the running of library branches, including championing of desired culture, staff rostering and service provision, operations support, Council Services provision, facility management, maintenance of library spaces, meeting rooms and community function rooms.
- Deliver a high level of customer service that is welcoming, flexible and has the customer experience at the forefront of decision making.
- As a Senior Leader within the Customer Experience team, contribute to the development, and delivery of, strategies that promote a best practice Library Service.
- Lead, and deliver, projects and functions, aligned to the Library Annual Business Plan and key strategies.
- Provide values-led leadership to a cross-location team of Customer Experience Library Officers, including regular one-to-one coaching, performance management and development activity.
- Act as the ultimate advocate for our customers. Work across relevant teams throughout Council to ensure that all aspects of the service delivered at the City of PAE Libraries deliver the highest standard of customer experience.
- Acts as the key liaison point between Council Customer Relations and Libraries, working with other Council officers and teams to ensure the consistently brilliant delivery of Council Services across all service points in the City.
- May be required to work out of hours, evenings and weekends to support the operational requirements of the library.

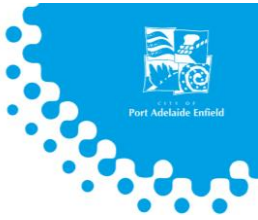
- Other reasonable duties as required are undertaken

What outcomes does the position deliver?

- Delivery of consistently high standards of service through the supervision, coaching, motivation and guidance of the work of library staff, Agency staff and volunteers
- The library is maintained to the highest level of professional presentation, and the day to day operations are efficiently and effectively managed
- Resourcing requirements are balanced appropriately at the sites via a roster and other time management tools, within given budget. Expenditure on Agency staff is monitored to ensure site needs are balanced with fiscal accountability
- Service improvement opportunities are identified, and associated initiatives are advocated for, thanks to an awareness of emerging trends and best practice in service provision
- A high level of performance at the branch is achieved, due to the effective supervision, training and quality coaching delivered to support improvements and motivate the team to meet or exceed customer expectations
- The library services and its facilities are promoted, with the role actively working with the Marketing and Community Outreach teams
- The library collections and resources are maintained, curated and promoted, in coordination with the library Collections team
- Community spaces at the facility are used by our customers in line with our Community and Meeting Room procedures, and staff are trained to ensure the bookings support the strategic priorities for the Library Service
- Support is provided in the recruitment and development of library and Agency staff, and inductions and training are conducted with library and Agency staff
- Defined information management practices, policies and principles are personally complied with embraced within the workplace
- Adherence to the Code of Conduct, Council policies, procedures and guidelines
- A child safe environment is maintained and promoted, with action taken when necessary as per Council's Child Safe Environment Policy

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

- Customer focused and passionate about delivering for our community
- Strong and effective communicator and listener
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Good problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts
- Empowering leader who develops, coaches, and provides appropriate feedback to assist others reach their full potential
- Authentic leader who builds constructive relationships with people at all levels across the organisation
- Agility and responsiveness – comfortable adapting quickly to changing priorities
- Operates with a high level of empathy and openness to ideas and diversity
- High level interpersonal and influencing skills



Qualifications and Experience for the position

- A degree qualification in Library and Information Science or other qualification appropriate to the position, or equivalent experience.
- Experience in a supervisory position in a service environment
- Experience in facility management or branch operations
- Demonstrated experience in working collaboratively in a complex environment and with diverse populations
- A background working in a public library environment is essential
- Understanding of Records Management Responsibilities and Practices within local government

Knowledge

- Knowledge of Public libraries and their role in society including current trends and innovation.
- Up to date knowledge of emerging service trends and best practice in service provision within Libraries and Community facilities.
- Awareness of continuous improvement or design thinking theories
- High level knowledge of Council Services is essential
- Appreciation of technology and its impact on the delivery of library services and resources.

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.

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 his or her 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 his or her 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.

Employee Signature: _____

Print Name: _____

Date: _____