



LIBRARY OFFICER – CUSTOMER EXPERIENCE

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

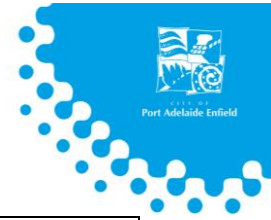
We value our constructive workplace culture:

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

POSITION DESCRIPTION



The position is:

Position Title	Library Officer – Customer Experience		
Department & Section	Community Development, Libraries		
Team	Customer Experience		
Reporting to	Customer Experience Coordinator		
Positions Reporting to it	None		
Classification and Stream	MOA L2		
Position Number	5754	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- You will help 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

What does the position do?

- Deliver exceptional customer experiences to library users across the City of PAE
- Facilitate access to information, resources, programs and lifelong learning opportunities which support positive wellbeing and healthy communities
- Actively promote the Library Service to increase community awareness and understanding of library services, resources and facilities
- Assist, support and facilitate the delivery of library programs and activities
- Under the guidance of Branch Leadership, maintain Collections in accordance with Collection Development Standards and Guidelines
- Deliver readers' advisory and technology troubleshooting for customers
- Oversee the activities of agency staff, volunteers and work experience students
- Support housekeeping and facility management to ensure the Libraries are presented to the highest level of professional standards
- Support customers of community spaces at the Libraries, including room preparation, technology support and room bookings
- Will be required to work out of hours, evenings and weekends to support the operational requirements of the library. This position works across all of the City of PAE Libraries
- Ensure compliance with the Code of Conduct, Council policies, procedures and guidelines
- Responsible for the creation and capture of Corporate Records relating to this position
- Appropriate information management practices are implemented
- A child safe environment is maintained and promoted
- Other reasonable duties as required are undertaken
- Support the day to day operations of the Library service

What outcomes does the position deliver?

- Libraries are places where customers can access assistance to support their literacy, information, and recreational needs
- Libraries provide exceptional customer service that is welcoming, effective and inclusive
- Library spaces are safe, welcoming and inclusive spaces that support community cohesion and lifelong learning.

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

- Effective communication - information sharing which is easily understood
- Problem solving - identify solutions for problems
- Self-motivation - self-driven enthusiasm and optimism to complete tasks
- Personal development - pursuit of knowledge and skills, seeking to improve oneself
- Personal leadership - take responsibility for self and maximise own potential
- Innovation - creative thinking, new ideas, processes or thinking
- Adaptability to change - open to new ideas and concepts within the working environment
- Decision making - ability to consider alternatives and determine an appropriate course of action
- Quality relationships - develop constructive work relationships through trust and effective interpersonal skills
- Influencing - interpersonal communication skills encouraging opinion and feedback

Qualifications for the position

- Diploma or Certificate I Library Studies desirable, or equivalent experience in relevant fields

Essential screening/training

- Current Working with Children Check (or willing to obtain)
- Child Safe Environments Training (or willing to obtain)
- Current Driver's License

Experience

- Experience providing front line customer service in a community setting
- Experience working within a Public Library setting highly desirable

Knowledge

- Knowledge of Public libraries and their role in society including current trends and innovation
- Proficient in the use of information technology and software, sound working knowledge of digital resources
- Knowledge of languages other than English would be desirable

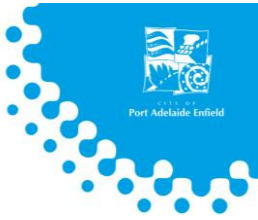
Information Management/Cyber Security

- 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

POSITION DESCRIPTION



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: _____