

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Library Operations Support Officer	7048
CLASSIFICATION	ANZSCO CODE
Band 4	
DEPARTMENT	DIVISION
Libraries and Lifelong Learning	Community Wellbeing
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 8, 2019	Ballarat Library

Position Objectives

- Support and assist the community to access and use Library services and resources
- Providing high quality customer service and plan and deliver high quality programs that support learning, literacy and social inclusion
- Provide high quality administrative support to library operations and resource management

Key Responsibility Areas

Customer Support

- Provide effective and efficient library, learning and information services to all library users on a rostered basis during library opening hours at specified locations.
- Provide support to patrons using technology
- Respond promptly and accurately to enquiries and provide appropriate services.
- Assist library patrons to find materials and/or information, become self-sufficient in the use of self-service lending and kiosk functions including PC Bookings, Public catalogue, website, photocopiers, printers, public access PCs
- Perform shift supervisory duties in the absence of a Senior staff member

Operations Support

- Undertake delegated administrative projects via the proficient use of MS Office and other specialist software
- Financial administration duties including general purchasing and invoice processing
- Assist with the preparation of statistical reports and analysis, using Library Management system and other specialist software
- Assist with the preparation and maintenance of library resource rosters

Branch Responsibilities

- Perform all library duties such as: returns, loans, assistance with self-serve, memberships, overdue queries, cash management, lost items, shelving and other tasks as required
- Actively promote the library resources to the community and adhere to all policies and procedures of the library service.
- Ensure a clean and tidy environment is presented to customers at all times, maintaining relevant collections and preparing displays on a regular basis to promote stock at the library.
- Supervise work experience and community service students as required.
- Ensure that opening and closing procedures are correctly implemented when rostered at the beginning or end of the day.
- Assist Branch Librarians with programs and activities
- Be familiar with, implement and ensure adherence to the Conditions of Use of Library Membership to prevent inappropriate and improper use of the library facilities, especially computer and internet access.

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Learning Responsibilities

- Participate in the delivery of learning plans for the Ballarat community
- Conduct resource demonstrations to Library patrons and user groups as required
- Deliver regular programs or provide support to programs conducted in the library

Other Duties

- This position may be required to work at any library location, depending on business needs and operations.
- Responsibilities and duties included in this Position Description are subject to the Multiskilling Provisions of the relevant Award and/or Enterprise Agreement.

REPORTS TO:	DIRECT REPORTS:
Team Leader/Coordinator	N/A
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
<ul style="list-style-type: none"> • Libraries and Lifelong Learning Employees • Other Council Employees 	<ul style="list-style-type: none"> • Members of the general public • Community Groups • Education Providers

Accountability and Extent of Authority

- Responsible for the efficient and effective provision of customer support in a timely manner and providing a responsive and pro-active, user friendly customer focused service.
- Operate within council policies and procedures with freedom to act and exercise discretion in accordance with established standards and procedures.
- Ensure the efficient flow and processing of financial administration responsibilities
- Provide administration support for the libraries team
- Create a welcoming environment for families using the service

Judgement and Decision Making

- The incumbent is required to identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise.
- The nature of the work is clearly defined within established procedures and the incumbent will be required to exercise judgement to achieve the required standard of library service.
- Demonstrated use of initiative to achieve specific objectives efficiently.
- Guidance and advice are always available within the time available to make a choice.

Specialist Skills and Knowledge

- Experience in delivery of learning services programs and providing reference and information services.
- High level information technology and computer skills with demonstrated knowledge of and ability to use handheld devices and associated technology.
- Demonstrated knowledge of and ability to use electronic and print based information resources.
- Demonstrated knowledge of books and literature in general.
- Demonstrated customer service skills.
- Skills in cash handling and reconciliations processes.

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Management Skills

- Demonstrated organisational skills and the ability to manage a rostered shift;
- Basic understanding of personnel practices including those related to Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) and the ability to provide employees with supervision, guidance and on the job training;
- This position requires skill in managing time and planning work to achieve specific and set objectives in the most efficient way within resources available and within a set timetable;
- Demonstrated ability to manage library users requests from initial contact to successful resolution in a timely, effective and efficient manner.

Interpersonal Skills

- Well developed written and verbal communication skills, preparation of reports and presentation skills.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Ability to communicate sensitively and effectively with a range of people from diverse social, cultural and economic backgrounds.
- Require skills in written communication to enable the preparation of routine correspondence and reports if required.
- A high degree of self-motivation, and the ability to work without supervision.
- Demonstrated ability to convey computer and library literacy to customers unfamiliar with library and computer technologies.

Qualifications and Experience

- Experience in public libraries, office administration and customer service highly desirable
- Certificate III in Library and Information Services or equivalent post secondary qualification.
- Demonstrated knowledge of and ability to use a variety of computer hardware and software including handheld devices and associated technologies.
- Working with Children Check.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Demonstrated communication and customer service skills and ability to deal with difficult customers.
- Highly developed interpersonal skills with demonstrated ability to engage and work with a diverse range of stakeholders including parents, colleagues and local community members
- Ability to develop working relationships with staff and work together in a team environment.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

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City of Ballarat Core Values

<p>We are honest and transparent</p> 	<p>We are accountable</p> 	<p>We value everyone</p> 	<p>We work with and for our community</p> 	<p>We work together</p> 
<ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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