

POSITION DESCRIPTION

LIBRARY ASSISTANT

POSITION DETAILS

Date of Position Description	September 2021
Position Title	Library Assistant
Position Grade	Grade 4
Directorate Business Unit	Community Services Libraries
Reports to	Library Team Leader
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Library Assistant will deliver exceptional customer experiences to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City. The Library Assistant contributes to positive customer experience by actively providing service delivery by working as a team member and communicating effectively with customers.

Council's library services are delivered across a network of 7 Libraries including Phive the community, cultural and civic heart of Parramatta Square.

Libraries are open across a wide spread of hours including 7-days a week at some sites. This customer experience is available to everyone who lives, works, studies, visits and plays in our City. The Library Assistant works as part of a team and is responsible for delivering high quality day to day customer experience services, plans and programs, and use every customer interaction as an opportunity to build positive connections with the City of Parramatta.

KEY RESPONSIBILITIES

Role specific

- Proactively deliver core customer service competencies for Council as part of the Customer Experience Team, to provide memorable and exceptional experiences for customers – refer to Phive Customer Service Competencies Framework.
- Ensure that each customer receives a positive customer experience in line with the Customer Service Charter and the Library's Customer Care Standards.
- Be responsible for providing day-to-day service to enhance community access to and enjoyment of the Library.
- Deliver high quality, customer focused services and programs to customers in a self-serve environment within the framework of the Library's customer service model to maximise the customer's experience.
- Provide a proactive roving or floor walking approach to providing customer service and taking personal responsibility to ensure that all customers receive a positive customer experience by providing consistent service based on a high level of knowledge of the Library's services, collections and programs.
- Provide assistance and advice to customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.

- Seek opportunities to actively engage with customers to promote the Library's services, collections and programs that may be of interest to them.
- Assist customers in the efficient use of the Library's ICT services and facilities, including a range of mobile device apps that enhances the technology, information and literacy skills of our customers.
- Ensure customer service areas are neat and tidy to provide a welcoming environment for library customers.
- Perform a range of general library duties, including, but not limited to, shelving, tidying, retrieving reservations and maintenance and effective display of library collections, to maintain efficient library operations.
- Assist in the delivery of programs and events, to strengthen the library's connections with the community.
- Partake in professional development activities related to the role.
- Other relevant Library duties.

Generic

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Understand and perform all library duties and take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Report injuries, accidents, incidents, near misses and unsafe work practices within required time frames, and that corrective actions are taken to prevent reoccurrence.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Represent Council and embody the Corporate Values in a professional manner.

KNOWLEDGE

Qualifications

- Working with Children Check.
- Criminal history check
- HSC certificate or equivalent relevant experience

Skills

- Demonstrated verbal communication, literacy and numeracy skills
- Demonstrated customer service skills, with exceptional ability to deliver memorable experiences.
- Well-developed ability to communicate and , build relationships and influence others with an engaging approach and technique.
- Well-developed decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and issues and conflict.
- Well-developed PC literacy, including skills with mobile technologies and basic technology trouble shooting skills.
- Proven ability to work co-operatively as part of a team in a customer service environment.
- Ability to perform well under pressure during busy periods.
- Flexible innovative and adaptable to changing circumstances
- Demonstrated ability to work co-operatively as part of a team

Desirable

- Demonstrated ability and willingness to quickly learn and share new skills or customer programs.