	Position Description
PORT STEPHENS C O U N C I L	**Position Title:** Senior Customer Service Officer **Position No:** PSC247 **Section:** Community Services **Salary Point:** 10 *** Note**: Library staff are employed by Port Stephens Council, not by a particular branch library. Staff are required to rotate between branches as operational circumstances arise.

Position Objective	To provide quality customer service across Port Stephens Libraries by overseeing branch IT, assisting with the coordination of branch activities, and in the planning, development, implementation and promotion of library services, programs and events.
Key Responsibilities	• Work cooperatively and effectively as a member of a team to proactively contribute to the successful delivery of the service. • Maintain quality lending services including issuing and return of loans, registering new members, assisting customers with requests, renewals and reservations, collecting payments, and record statistical information as required. • Participate in collection development and maintenance through the selection and weeding of items, shelving, shelf tidying, mending and undertaking processing tasks. • Respond to customer enquiries on a wide range of information, topics and issues. • Contribute to the development and delivery of special events and undertake other library promotional activities including displays. • Participate in outreach programs and library visits to schools, pre-schools and community groups. • Support library systems, online services and technology by taking a lead role in overseeing branch IT and resolving issues with hardware, public network and associated software. • Participate in the delivery of induction and training programs for new library staff, including training in systems, online services and technology. • Provide support to library team members and internal and external stakeholders by assisting with technology support for programs, events and projects where required. • Prepare user documentation and guides as required, to assist with technology and troubleshooting processes. • Participate in technology software and hardware implementation and upgrades. • In the absence of the Customer Service Supervisor, supervise day-to-day operations of the Tomaree branch.
Key Accountabilities	Under limited direction of the Team Leader, provide a customer focused library service and a professional level of support by overseeing branch IT, assisting with the coordination of branch activities, helping library users with their loans, accessing resources, and providing timely and accurate information in response to customer enquiries.
Extent of Authority	Responsible for contributing to the provision of a quality library service in accordance with established procedures and processes. Tasks are performed under the general direction of, and in consultation with the Customer Service Supervisor and Team Leader.
Judgement & Decision Making	Decisions are generally made within the scope of established procedures and guidelines. However, some interpretation of policies and procedures, liaison and communication with customers, and supervision and coordination of staff may be required. There is a requirement to exercise a degree of initiative and judgment in resolving minor problems identified or referred by staff. If occasionally policies, procedures or guidelines do not cover a particular situation, the incumbent may be required to respond to the unexpected or refer to the Customer Service Supervisor and/or the Team Leader.
Safety, WHS & Risk	Maintain a safe environment for customers, staff and volunteers. Identify and report potential risks and work health and safety issues, and ensure that safe work practices are observed by all team members.

Skills, Knowledge & Capacity	**Organisational**				

Organisational
- Demonstrated ability and commitment to delivering high quality customer service.
- Demonstrated experience working in a diverse team environment with a community focus.
- Commitment to continuous improvement and a willingness to embrace change.
- Conduct that demonstrates to others a commitment to Council's values of Respect, Integrity, Teamwork, Excellence & Safety.
- Understanding of equity and diversity and workplace health and safety.
- Commitment to learning and understanding the Australian Business Excellence philosophy.
- Willingness to work flexible hours, including evenings and Saturdays.

Interpersonal
- High level customer service skills with a strong community focus.
- Demonstrated supervisory skills that promote high team performance.
- Well-developed interpersonal skills with an ability to communicate effectively.
- Demonstrated ability to participate as an effective team member, including participating in job rotation activities.
- Well-developed planning, organisation and time management skills.

Qualifications and Experience
- Library qualifications, progress towards Library qualifications or extensive relevant experience in Libraries, IT or other related fields.
- Current experience working in a library environment or experience in a related community and/or customer services environment.
- Experience in the planning, development, implementation and promotion of library services and programs to children, young adults, adults and seniors.
- Demonstrated interest, skills and experience in supporting technology in public libraries.
- Interest and experience in integrating new and emerging technologies into the delivery of information services, resources and programs.
- Advanced IT skills including a working knowledge of Library Management Systems, online library resources, and the Microsoft Office suite of products.
- Working with Children Check

Capabilities (Intermediate)	Capability Group	Capability	Capability Group	Capability
	Personal Attributes	Manage self	**Results**	Plan and prioritise
		Display resilience and adaptability		Think and solve problems
		Act with integrity		Create and innovate
		Demonstrate accountability		Deliver results
	Relationships	Communicate and engage	**Resources**	Finance
		Community and customer focus		Assets and tools
		Work collaboratively		Technology and information
		Influence and negotiate		Procurement and contracts
	Workforce Leadership	Manage and develop people		
		Inspire direction and purpose		
		Optimise workforce contribution		
		Lead and manage change		

POSITION DESCRIPTION APPROVED

Employee _____   **Date** _____