

YARRA PLENTY REGIONAL LIBRARY POSITION DESCRIPTION

POSITION TITLE:	CUSTOMER SERVICE OFFICER
POSITION NO.:	CSOILL
DEPARTMENT:	Collections
APPOINTMENT:	Permanent Part Time 12 actual hours per fortnight
AWARD CLASSIFICATION:	BAND 3
OCCUPANT:	VACANT
LOCATION:	Library Support Services
PD REVIEWED	JUNE 2008

ORGANISATIONAL RELATIONSHIPS

Reports to: Inter-Library Loans/Serials Coordinator

Supervises: N/A

Internal Liaisons: Branch Staff
Collections Staff

External Liaisons: Library users

POSITION OBJECTIVE

To assist in the provision of Inter-Library Loans and Serials services in accordance with Yarra Plenty Regional Library policies and procedures.

KEY RESPONSIBILITIES

1. Inter-Library Loans duties

- Assist in the day-to-day operations of the Inter-Library loans service.
- Process materials in accordance with ILL guidelines and protocols.

2. Serials duties

- Assist in the day-to-day operations of the Serials service.
- Process materials in accordance with Serials circulation guidelines and protocols.
- Assist with the maintenance of the Serials database.
- Data process Serials issues where required.
- Assist with the maintenance of Internal Routing systems.

3. Other duties

- Unpack & pack courier run.
- Collect daily mail run
- Assist with stock management.
- Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement 2006 – 2009 (Part B, Clause 14)

ACCOUNTABILITY AND EXTENT OF AUTHORITY JUDGEMENT AND DECISION MAKING

Accountable to the Collections Manager for the provision of high quality Inter-Library Loans and Serials services in accordance with established policies and procedures..

KNOWLEDGE AND SKILLS (SELECTION CRITERIA)

Specialist knowledge and skills

- Proficiency in PC Applications and Database systems.
- Ability to input and access Database information.
- Accurate keyboarding skills.
- Knowledge of Inter-Library Loans and Serials circulation processes.
- Practical experience in the application of customer service excellence principles

Management skills

- Ability to manage own time, set priorities and organise duties.
- Ability to maintain effective, efficient work areas and comply with OH & S policies and procedures.

Interpersonal skills

- Ability to work cooperatively, foster and promote a team environment.
- Sound verbal and written communication skills.
- Ability to exercise initiative.
- Ability to adapt to change.
- Ability to respond in a friendly, courteous manner to all requests for assistance from the public or staff.

QUALIFICATIONS AND EXPERIENCE

Year 11 or 12 desirable.

Exposure to a library environment desirable.

PHYSICAL REQUIREMENTS OF POSITION:

This position involves frequent and sustained hours of lifting, standing twisting, turning, pushing, pulling, reaching, bending, opening and closing actions during the processing and shelving of books / items and in the execution of the required duties. Both fine and gross motor movements are involved for the upper and lower parts of the body and extremities.

The frequent and sustained use of computers, scanning devices, de-activation and re-activation security devices and openers, and office equipment are also involved.

OCCUPATIONAL HEALTH & SAFETY:

All Staff

- Ensure all appropriate actions are taken to implement occupational health and safety policy, procedures and legislative requirements.
- Participate in OH&S training.
- Demonstrate commitment to occupational health and safety through participation in formal and informal discussions with staff.

Staff who supervise other staff

- Ensure all appropriate actions are taken to implement occupational health and safety policy, procedures and legislative requirements.

- Ensure all work injuries are recorded in Work Injury Report book and investigated and preventative strategies to prevent re-occurrence are developed and actioned.
- Ensure consultation with employees and employee health and safety representatives on workplace change or issues which affect health and safety of staff is conducted and documented.
- Initiate hazard reports, investigate and resolve or refer on for actioning.
- Ensure all employees receive induction and appropriate OH&S training.
- Participate in OH&S training.
- Conduct workplace visits, inspections and be able to evidence supervising for safety.
- Conduct Safety audits, develop and action preventative strategies.

EQUAL OPPORTUNITY

All Staff

- Must familiarise themselves with Yarra Plenty Regional Library Service Equal Opportunity, Harassment and Sexual Harassment policies.
- Must respect the rights of others and never get involved in or encourage discrimination, harassment, sexual harassment, bullying, vilification or victimisation.

Staff who supervise other staff must:

- Respect the rights of others and never get involved in or encourage discrimination, harassment, sexual harassment, bullying, vilification or victimisation.
- Do their best to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation.
- Take steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred.