Position Description

Position title	Library and Customer Experience Officer	Reports to	Coordinator, Libraries and Customer Experience
Department	Strategy and Development	Status	Permanent Part Time
Position classification	Level 2	Roles reporting to this position	Nil
Key stakeholders	o Council o Community o Community Services Manager and Coordinator, Libraries and Customer Experience o Community Services Team	o Library Services Team o General Management group and Middle Management group	
Special conditions	o Class C Driver's licence o Flexible hours, including after hours, weekends and public holidays as needed. o General employment probity and Working with Children Check o The position works across all of Council's Libraries and outreach locations as needed		

Position Purpose

The Library and Customer Experience Officer role key focus is to assist with customer enquiries and transactions across various services (Library, Council, Visitor Information Centre). The role is dedicated to delivering exceptional library services and positive customer experiences, helping with enquiries, technical support, and contributing to program support and collection maintenance. Additionally, the Officer promotes library services and participation in council activities while maintaining a welcoming environment. The position aims to enhance overall service quality, foster community engagement, and ensure customers feel valued and supported throughout their interactions with library and council services.

Our Vision, Mission and Values

Vision

"Respecting the past, partnering with our community, and sustainably creating our future"

Mission

To be regarded as an exemplary Council that puts the people of Light first, while creating a place that is also welcoming to visitors. Through the services we deliver, we will provide the basis for a community that can grow sustainably, but always within our environmental and financial means.

Our Values

As a Council we will be guided at all times by:

- Foundation values of respect, honesty and integrity;
- Showing leadership;
- Having a constant awareness of the community we serve;
- Our need to be financially viable (through the core principles of Growth, Reform Innovation and Discipline);
- Striving for quality outcomes; and
- A focus on achieving positive environmental sustainability outcomes from Council's activities.

These values express how the Council operates, lives, breathes and expresses itself through its daily duties.

Position Link to the Strategic Plan

Pillar	Descriptor
Goal - Community	A vibrant country community, growing sustainably, with housing, services and places that support a healthy and happy life for all. Providing quality skills education opportunities to the community.
Goal - Transport	Quality road, path, public and community transport networks that make it easy to get around.
Goal - Sustainability	A thriving, healthy and resilient community working together to protect and restore our environment now and for the future.
Goal - Leadership	An inclusive, accountable, and collaborative Council that supports business and community.
Ongoing Services	Community events, Community engagement Governance improvements (e.g. update policies, plans and procedures to align with amended legislation, new standards, or emerging risks etc.) Libraries, community, and visitor information centres
Other Plans	Council Disability Access and Inclusion Plan (DAIP), Regional Public Health and Wellbeing Plan Library Strategic Plan, Environmental Sustainability Strategy and Action Plan., Long Term Financial Plan (LTFP)

Required behaviours

Core behaviours	Descriptor
Self-awareness	o Shows strong emotional intelligence in effectively managing a range of situations. o Has insight into own strengths and development areas and uses this to learn and grow. o Is open to feedback, including constructive feedback & takes action to address development areas. o Proactively seeks opportunities to broaden skills, leadership and personal impact.
Drives performance	o Achieves results through being focused and working with the intention of creating results that benefit the stakeholders in any given situation, creating value through accomplishments. o Motivates others to achieve positive outcomes.
Collaborates to achieve value-add outcomes	o Fosters an environment that emphasizes knowledge sharing and group participation. o Values, seeks and draws upon a broad range of views before drawing conclusions.
Inspires, connects and motivates	o Able to be their authentic self. o Connects with and advocates the team's vision, mission, values and behaviours. o Understands how their individual role serves the functional (department), business and corporate strategy and inspires their peers through the results they deliver.
Champions change and innovation	o Models and maintains a positive constructive approach to change for the team. o Actively encourages and supports creative thinking in self and team and has courage to think outside the box. o Is prepared to fail but determined to make a positive difference. o Encourages team to identify and report issues, and promptly addresses them.
Lives the values	o Actively lives and demonstrates the team's values as well as Council values i.e. Leadership; Environmental and Financial Sustainability; and Respect/Honesty/Integrity in all work activities. o Understands how the values relate to their work role. o Recognises and celebrates collaborative teamwork. o Pro-actively addresses situations where the values are not being displayed i.e. not afraid to catch and call.

Required skills

People & leadership competencies	Descriptor
Effective verbal communication	o Ability to speak confidently, clearly, and with humility (E). o Takes an inclusive approach to communication, recognising the diverse needs of internal and external customers (E). o Understanding of audience, tone, language, the active listening (E). o Excellent literacy skills (E).
Ability to build and maintain relationships	o High emotional intelligence with an ability to build trust, mutual respect. o Mindful, welcomes diversity, open communication, respecting individual contributions and styles.
Effective time management and ability to prioritise tasks	o Plan, prioritise and allocate tasks to meet individual, team and corporate objectives within the required timeframe.
Understand and navigate the organisation	o Strategic focus and alignment. o Seek business opportunities. o Political acumen. o Actively participates in organisational initiatives and improvements.
Technical and administrative competencies	Descriptor
Qualifications. Experience and Knowledge	o No formal qualifications required, however, a minimum 2 years' experience in a relevant customer service industry is essential. o Working towards, or have completed, a certificate relevant to the positions key results area is desirable. o Knowledge of library operations and services and the role of libraries in supporting and encouraging literacy development (early literacy, adult literacy, and digital literacy) and access to information. o Demonstrate sound ICT skills and familiarity with digital tools and platforms including, but not limited to Canva, Facebook, and Instagram.

	o Ability to manage time and prioritise tasks in a complex customer service environment and when working alone in a library location. o Deliver readers advisory and basic technology assistance and troubleshooting for customers. o Ability to proactively assist customers with information enquiries and enable use of Library Service resources, equipment, programs. o Undertake other duties, within the classification level, as directed. o Individual competency gaps identified and incorporated into personal development plan.
Library Services	Under the regular direction of the Coordinator, Library and Customer Experience, contribute to the delivery of positive library services to the community by undertaking the following, but not limited to: o Supporting a range of library services and programs for the community that promote innovation, lifelong learning, literacy, recreational and cultural information needs, including but not limited to: • Assisting customers with readers advisory services and general enquiries • Technical and digital support • Library collection maintenance (e.g., removing old stock, reshelving items). • Program support (including social inclusion, children/youth, adult, and digital literacy) • Support customers usage of community spaces within the library, including room preparation, technology support and room bookings. o Contributing to the continuous improvement of the Library spaces, collections, programs, and systems. o Actively promote the Library service and wider Council services to increase community awareness of the resources, and facilities available to them, by: • Assisting and supporting the creation and delivery of promotions and communications using multi-modal methods (e.g., online, print, verbal, displays). • Following promotional and communication standards, including brand guidelines and copyright legislation. o Supporting the delivery of accurate and innovative library services in line with library plans. o Contribute to the maintenance and collection of statistics.

Customer Experience	Under the regular direction of the Coordinator, Library and Customer Experience, contribute to the delivery of positive customer experiences, by undertaking the following, but not limited to: o Deliver exceptional Council customer services, including assisting with enquiries (phone, face-to-face, and online), receipting monies and promotion of community consultation opportunities. o Assist visitors with advice on regional tourist attractions, food and retail outlets, amenities, and accommodation options. o Actively promote participation in Council's activities to members of the community. o Contribute to the maintenance and collection of statistics. o Assist in maintaining a welcoming environment by: • Maintaining public areas and ensuring they are welcoming and accessible. • Maintaining displays and library shelving • Following signage and promotional material standards.
Policies and compliance	o Maintain awareness and compliance with all Council and Administrative Policies, Procedures and Codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.
Records Management	o Ensure Records Management activities are in accordance with Council policies and procedures and in accordance with the State Records Act 1997, Freedom of Information Act 1991, and Local Government Act 1999.
Work, Health and Safety	o Read and comply with all Council policies, procedures and instructions in relation to work, health and safety (WHS) and injury management/return to work. o Ensure a full understanding of legislative Work Health Safety and Injury Management/Return to Work responsibilities and accountabilities. o Report and respond to hazards, incidents or near misses, action safety reports and actively participate in investigations. o Participate in safety inspections in accordance with legislative and internal Council requirements. o Actively contribute to WHS training needs analysis and attend all relevant WHS induction and training. o Actively support WHS consultation and communication processes. o Take reasonable care of your own safety and ensure your actions do not adversely affect others in the workplace including being under the effects of alcohol or drugs. o Actively maintain a safe working environment.

Position Key Performance Indicators

Assist and support the delivery of accurate library services in line with library plans
Ability to manage time and prioritise tasks in a complex customer service environment and when working alone in a library location.
Actively contribute to a positive team culture and welcoming environment for all customers.
Able to demonstrate a clear understanding of library service resources (print and digital) and programs offered within 3 months of implementation (or 6 months of starting in the role).
Undertake training as required.

Confidentiality

Security and confidentiality are a matter of concern for all persons who have access to information systems. Each person accessing the Light Regional Council documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information.

Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rules governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of work duties.
- Respect the procedures established to manage the use of the information management and systems.
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with the Light Regional Council Employee Code of Conduct.
- Do not access, exhibit or divulge the contents of any records or reports except to fulfil work duties.
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure that documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Understand that all access to systems will be audited regularly.

Persons breaching this standard either during or after serving as an employee of the Light Regional Council, may be subject to penalties, including disciplinary action and dismissal.

Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Job description authorised by	Pepper Mickan	Signature	
Job description agreed by		Signature	
Date job description commenced		Date job description last reviewed	March 2025