

POSITION DESCRIPTION

Position Title	Program and Customer Service Support Officer		
Position Number	BR26		
Date Approved	March 2023		
Department	Branch Services		
Award Classification	Band 4		
Reports To	Branch Manager or Team Leader		
Internal Liaisons	Branch Staff, Coordinator Partnerships and Programs, Coordinator Marketing and Communications, Manager Collections and Information Services, Manager Library Operations		
External Liaisons	Library users, event facilitators		
Supervises	Branch staff as required		
Probationary Period	Six months	Mandatory compliance checks	Police Check & Working with Children Check

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

- Assist in the effective and efficient operation of the branch functions and undertake allocated branch responsibilities with a customer service focus.
- Assist in the provision of quality library programs and events.

KEY RESPONSIBILITY AREAS

Branch Services

Support the effective delivery of quality branch services through the provision of a range of customer responsive activities including:

- Participation as a team member in customer service functions and other branch public floor duties including shelving, shelf tidying and displays.
- Assist in the delivery of circulation and information services functions
- Contribute to effective branch operations through the application of continuous improvement and best practice principles, with a strong customer service focus.
- Assist in other routine branch tasks.

Library Programs

In consultation with the Branch Manager and Coordinator Partnerships and Programs:

- Assist in the delivery of innovative quality library programs and events that support community engagement and encourage enthusiasm for reading, writing and lifelong learning.
- Assist in the collection of feedback and evaluation of library events and programs
- Contribute to the development of appropriate library programs
- Deliver library programs and events; examples may include story times, digital literacy classes and author events
- Participate in promotional activities designed to enhance the library's profile
- Assist in the delivery and supervision of volunteer programs

Occupational Health and Safety

Contribute to a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager or Team Leader for effectively undertaking allocated responsibilities. Responsibilities will generally be performed within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

JUDGEMENT AND DECISION MAKING

The objectives of the work are well defined but the particular method, process or equipment to be used may be selected from a range of available alternatives. Guidance and advice are always available within the time available to make a choice.

KEY COMPETENCIES

Specialist skills and knowledge

- Ability to apply branch procedures and policies in order to provide a customer focused service.
- Ability to effectively support the delivery of a library programs and events.
- Understanding of the clientele served.
- An understanding of the function of the position within its organisational context.

Management skills

- Ability to set priorities, plan and organise specified tasks and workflow.
- Ability to achieve work objectives within specified time frames.
- Ability to apply procedures appropriately.
- Ability to supervise other staff and provide on the job training and guidance.

Interpersonal skills

- Sound, friendly, helpful and efficient oral and written communication skills.
 - Public speaking skills.
 - Ability to gain the co-operation of others.
 - Strong commitment to the provision of quality customer focused services.
 - Support for the achievement of team objectives before individual goals.
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QUALIFICATIONS AND EXPERIENCE

- Successful completion of library technician qualifications, or a relevant tertiary qualification or demonstrable relevant experience.
- Valid Victorian driver's licence.
- The incumbent will be required to undertake a National Police Check at the time of commencement and at regular intervals there-after.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

HOURS OF DUTY

- Engaged on the basis of a 36 hours week.
- The incumbent will be required to undertake shift work, including evening and weekend work

REMUNERATION

In the range Band 4A – 4D

SELECTION CRITERIA

- Ability to effectively and efficiently undertake allocated branch responsibilities.
- ♦ Ability to support the delivery of library programs and events.
- Sound organisational and communication skills.
- Ability to contribute as a team member with a quality and customer service focus.
- Ability to undertake supervisory responsibilities as required.
- Relevant computer skills.
- Relevant qualifications and experience.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- All positions may be required to work at any service point within the Region.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation’s Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Program and Customer Service Support Officer as per the requirements of the position description.

(Employee signature)

Date

(Branch Manager)

Date

Please return the signed Position description to Corporate Services for inclusion on the employee’s file.