

## CANDIDATE INFORMATION PACK

**Position Title: Customer Service Officer**

**Positions Available:**

- **4 x Ongoing Part-Time Roles**
  - **Position 1:** 106.5 hours per four-week period
  - **Position 2:** 78 hours per four-week period
  - **Position 3:** 73.5 hours per four-week period
  - **Position 4:** 60 hours per four-week period
- **1 x Limited Term Part-Time Role (until 1 February 2026)**
  - **Position 5:** 67.5 hours per four-week period
- **Casual Customer Service Officers**
  - **Position 6:** No guaranteed hours

**Closing Date:** 11pm, Sunday 24 August 2025

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### Introduction

Thank you for your interest in employment with **Whitehorse Manningham Libraries (WML)**.

This information pack contains the **position description** and **application guidelines** to assist you in preparing your application.

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### How to Apply

Your application must include:

- A **cover letter** clearly stating the position(s) you are applying for and why you feel you are the right person for the role.
- Your **resume/CV**, outlining your relevant experience and achievements

**Note:** Incomplete applications may not be considered. Candidates may be contacted by phone for a preliminary discussion or Microsoft Teams interview to assist with the shortlisting process.

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## Application Guidelines

- Ensure your resume is **concise, clearly formatted**, and highlights your key achievements and relevant experience.
- Submit your application in **PDF or Word format**.
- Applicants must have appropriate **employment and residency status** in Australia.

## Submitting Your Application

Address your application to:  
**Sally Both, Chief Executive Officer**

Submit via our **website** (preferred), or email directly to [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au).

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## Additional Information

As part of the recruitment process, **preferred candidates** will be required to undergo:

- A **National Criminal Record Check**
  - A **Working with Children Check**
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## Diversity and Inclusion

WML is an equal opportunity employer. We are committed to building an inclusive and welcoming workplace that reflects the diverse communities we serve.

We encourage applications from:

- **Aboriginal and Torres Strait Islander people**
- People with **disabilities** or **lived experience of disability**
- Individuals of **all abilities, cultures, ages, sexes, and genders**
- People **returning to the workforce** after a career break

If you require support or adjustments during the application process, please contact:  
**Tracey Olive** on **(03) 9896 4333**. We will do our best to accommodate reasonable requests.

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## Privacy Notice

The information you provide in your application is collected for employment purposes with WML and will be handled in accordance with the **Privacy and Data Protection Act 2014**.

You may access your personal information by contacting WMRLC's Information Privacy Officer on (03) 9896 4333.

Referees you provide must be informed and aware that they may be contacted as part of the reference-checking process.

## Advertisement

### Customer Service Officers

**Band 3 (\$67,962 – \$73,584 Pro-rata) + Superannuation**

#### 4 x Ongoing Part Time

Position 1: 106.5 hours per four-week period (The Pines & Bulleen)

Position 2: 78 hours per four week period (Warrandyte, Doncaster & The Pines)

Position 3: 73.5 hours per four-week period (Box Hill & Nunawading)

Position 4: 60 hours per four-week period (Relief, all locations)

#### 1 x Limited Term Part Time

Position 5: 67.5 hours per four-week period (until 1 February 2026)

#### Casual

**\$36.3042 per hour plus 25% loading**

Position 6: No guaranteed hours

### About the Role

Whitehorse Manningham Libraries are currently recruiting for Customer Service Officers. The successful applicants will have excellent customer service skills and be comfortable working with a range of different technologies and people.

Applicants must have the ability to be able to work at any of the Whitehorse Manningham Library Branches and have the flexibility to work a variety of days and shifts, including week days and weekends. Details of the shift requirements for each role and position description are provided in this pack.

Applications must include:

- A cover letter addressed to the Chief Executive Officer, Sally Both, **stating the position(s)** you are applying for and why you feel you are the right person for the role.
- A resume

WML offers the following benefits:

- Access to professional development opportunities that support our commitment to life-long learning and a skilled workforce
- Purchased leave arrangements and carry-over arrangements from the Local Government sector
- Employee Assistance Program for staff and their immediate family members
- Annual free flu vaccination
- Ability to salary sacrifice superannuation

All applications must be submitted via the *Apply Link* on the website or directly to [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au).

**Applications close: 11pm Sunday 24 August 2025**

Enquiries: Jonathan Gosden 9896 4333

Please note only short-listed applicants will be contacted.

**Position 1: Ongoing Part Time Customer Service Officer 106.5 hours per four-week period**

This position has regular shifts at: **The Pines** Library and **Bulleen** Library

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>	2-5.30 The Pines	1-8.15 The Pines		9.45-6.15 Bulleen	9.45-6.15 Bulleen		
<b>WEEK 2</b>	2-5.30 The Pines	1-8.15 The Pines		9.45-6.15 Bulleen	9.45-6.15 Bulleen	8.45-5.15 The Pines	
<b>WEEK 3</b>	2-5.30 The Pines	1-8.15 The Pines		9.45-6.15 Bulleen	9.45-6.15 Bulleen		
<b>WEEK 4</b>	2-5.30 The Pines	1-8.15 The Pines		9.45-6.15 Bulleen	9.45-6.15 Bulleen		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	24.75	32.25	24.75	24.75	106.5

\*Note roster may be subject to change for operational requirements.



**Position 2: Ongoing Part Time Customer Service Officer 78 hours per four-week period**

This position has regular shifts at: **Warrandyte** Library, **Doncaster** Library and **The Pines** Library

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>		12.50-5.35 Warrandyte	1-8.15 Doncaster		12.35-5.35 Warrandyte		
<b>WEEK 2</b>		12.50-5.35 Warrandyte	1-8.15 Doncaster		12.35-5.35 Warrandyte	8.45-5.15 The Pines	
<b>WEEK 3</b>		12.50-5.35 Warrandyte	1-8.15 Doncaster		12.35-5.35 Warrandyte		
<b>WEEK 4</b>		12.50-5.35 Warrandyte	1-8.15 Doncaster		12.35-5.35 Warrandyte	9.45-5.15 Doncaster	

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	16	23.5	16	22.5	78

\*Note roster may be subject to change for operational requirements.





**Position 3: Ongoing Part Time Customer Service Officer 73.5 hours per four-week period**

This position has regular shifts at: **Box Hill** Library and **Nunawading** Library

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>	1-8.15 Box Hill	9.30-5.30 Nunawading		5.30-8.15 Nunawading		12-3 Box Hill	
<b>WEEK 2</b>	10-5.30 Box Hill		1-8.15 Box Hill		5.30-8.15 Box Hill		
<b>WEEK 3</b>	1-8.15 Box Hill	9.30-5.30 Nunawading		5.30-8.15 Nunawading		8.45- 5.15 Box Hill	
<b>WEEK 4</b>	10-5.30 Box Hill		1-8.15 Nunawading		5.30-8.15 Box Hill		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	19	15.5	23.5	15.5	73.5

\*Note roster may be subject to change for operational requirements



#### Position 4: Ongoing Part Time Relief Customer Service Officer 60 hours per four-week period

Relief Customer Service Officers support the delivery of branch library services and are deployed accordingly to cover roster gaps created by scheduled leave, training, staff vacancies or service gaps.

This **relief** position will be required to work at any of the branches within Whitehorse Manningham Libraries. This position will be rostered across **Wednesday, Thursday and Friday**, with shifts being a **minimum of 2.50 hours to a maximum of 7.50 hours per day** to a total of 13.50 hours per week. The rostered hours will be within the span of 8.50am – 8.15pm. On Saturdays the shift will be 3 hours and within the operating hours of 8.50am – 5.15pm. Applicants must have the flexibility to be able to work within any of these hours.

#### Indicative Roster

	MON	TUE	WED	THUR	FRI	SAT	SUN
WEEK 1			← 13.50 hours →			3 HOUR SHIFT	
WEEK 2			← 13.50 hours →				
WEEK 3			← 13.50 hours →			3 HOUR SHIFT	
WEEK 4			← 13.50 hours →				

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	13.5	16.5	13.5	16.5	60



**Position 5: Limited Term Part Time Customer Service Officer 73.5 hours per four-week period**

This position has regular shifts at: **Bulleen** Library and **Doncaster** Library. This role is **temporary until 1 February 2026**.

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>	2-6.15 Bulleen	10-1 Bulleen	2-6.15 Bulleen		10-1 Bulleen	9.45-5.15 Bulleen	
<b>WEEK 2</b>	2-6.15 Bulleen	10-1 Bulleen	2-6.15 Bulleen		10-1 Bulleen		
<b>WEEK 3</b>	2-6.15 Bulleen	10-1 Bulleen	2-6.15 Bulleen		10-1 Bulleen	12-3 Doncaster	
<b>WEEK 4</b>	2-6.15 Bulleen	10-1 Bulleen	2-6.15 Bulleen		10-1 Bulleen		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	21	14.5	17.5	14.5	67.5

**Position 6: Casual Customer Service Officer**

There are no minimum guaranteed rostered hours for casual employees. Casual employees are deployed according to operational needs and are used to cover gaps created by unscheduled leave, training and service gaps. There is often minimal notice provided.

Casuals must have reasonable availability and be able to work across any of the Whitehorse Manningham Libraries. Shifts will be a two hour minimum and may be within the operational hours of 8.30am – 8.15pm (Monday – Friday), 8.50am – 5.15pm (Saturday) and 12.45pm – 5.15pm (Sunday).





## POSITION DESCRIPTION

<b>Position Title</b>	Customer Service Officer
<b>Position Number</b>	BR28
<b>Department</b>	Branch Services
<b>Classification</b>	Band 3
<b>Date Approved</b>	May 2024
<b>Probationary Period</b>	6 months
<b>Mandatory Checks</b>	Working with Children Check and National Police Check

<b>Reports to</b>	Branch Manager or Team Leader
<b>Supervises</b>	Nil
<b>Internal Liaisons</b>	Branch Staff
<b>External Liaisons</b>	Library users

## OUR ORGANISATION

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](http://www.wml.vic.gov.au).

## POSITION OBJECTIVES

- To support the effective delivery of branch services through participation as a team member in customer service functions and other public floor duties; and through performing other routine tasks as required.
- To contribute to the achievement of Corporate and Departmental goals, including its vision, values and strategic objectives.

## 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 delivering excellent customer service functions.

- Ensuring the presentation of the library is of a high standard by monitoring the environment and undertaking such activities as shelving, shelf tidying and displays.
- Assisting in other routine branch tasks.

### **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/Team Leader for support of the effective delivery of branch library services. The work is performed within specific guidelines and under general supervision.

## **JUDGEMENT AND DECISION MAKING**

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes. Guidance and advice are always available.

## **KEY COMPETENCIES**

### **Specialist skills and knowledge**

- Ability to perform branch public floor duties and associated routine tasks in a public library environment following systematic procedures.
- Understanding of the function of the position within the organisation, including the application of relevant policies.
- Strong commitment to quality and customer service.

### **Organisational skills**

- Time management skills, ability to plan and organise work.
- Ability to efficiently achieve set objectives.

### **Interpersonal skills**

- Sound, friendly, helpful and efficient communication skills.
- Support for the achievement of team objectives before individual goals.
- Ability to work flexibly and adapt to changing work environments.

## **QUALIFICATIONS AND EXPERIENCE**

Prerequisites:

- Current Working with Children Check.
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

- Minimum of Year 12 education or equivalent work experience.

Preferred

- Valid Victorian driver's licence.
- Customer service experience.

#### HOURS OF DUTY AND LOCATION

- Positions within the Whitehorse Manningham Regional Library Corporation are not fixed at the one location and may be required to work at any service point within the region, dependent upon business needs.
- The incumbent will be required to undertake shift work, including evening and weekend work.

#### REMUNERATION

In the range Band 3A – 3D

Hourly rate of pay is based on the 36 hours per week pay rate scale.

#### SELECTION CRITERIA

- Sound organisation and communication skills.
- Strong customer service skills
- Ability to contribute as a team member with a quality and customer service focus.
- Ability to understand and apply policies and procedures.
- Good general IT skills, including basic trouble shooting
- Ability to manage own time and set priorities
- Qualifications and/or relevant experience.

#### 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
<b>Passive</b>			
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		✓	
<b>Manual Handling</b>			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		

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
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
<b>Sensory</b>			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
<b>Emotional</b>			
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.

## 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.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.
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### 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 Customer Service Officer as per the requirements of the position description.

\_\_\_\_\_  
(Employee signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Branch Manager / Team Leader)

\_\_\_\_\_  
Date