



# **Position Description**

## **Customer Service Officer (CSO)**

### **(Band 3)**

|                              |  |
|------------------------------|--|
| <b>Position Title:</b>       | <b>Customer Service Officer (CSO)</b>  |
| <b>Reports to:</b>           | <b>Branch Manager or Team Leader</b>   |
| <b>Award Classification:</b> | <b>Band 3 (A to D) - Eastern Regional Libraries Corporation Enterprise Agreement No.10</b><br><b>38 hours per week</b><br><b>Salary Range: As per Schedule of Rates</b><br><b>+ Superannuation Guarantee</b> |

Your Library Limited is a not-for-profit company limited by guarantee and a cooperative venture of three outer eastern metropolitan councils – Knox, Maroondah, and Yarra Ranges – serving approximately 435,000 residents on the land of the Wurundjeri people of the Kulin Nation.

The Customer Service Officer (CSO) is responsible for:

- Delivering customer focussed services consistent with Your Library’s vision, mission and values
- Knowledgeably promoting library products and services including circulation, collections (information) and community programs.
- Performing a range of rostered library operations that support customers in a self-service environment.
- Providing support and guidance to customers using the Library’s digital technology and services.
- Supporting a broad range of community programs and events.
- Understanding and implementing personnel practices, including those related to equal employment opportunity and occupational health and safety.

## Key Responsibilities

### Customer Service

Under the direction of the Branch Manager/Team Leader the CSO will:

- Ensure that visitors to our branches receive a positive and rewarding customer service experience.
- Perform a range of general branch duties as rostered, including, but not limited to:
  - Managing the circulation of library materials, including returns and holds management
  - Courier deliveries
  - Shelving, tidying, shelf-reading library collections.
- Supervise the behaviour of library users to maintain a safe and enjoyable library environment for all.
- Perform a range of rostered library operations that support customers in a self-service environment.
- Maintain the appearance of all public-facing areas of the branch.

### **Promotion of library technology**

- Assist customers to become self-sufficient in the use of information resources and library technology.
- Assist customers with the use of library hardware, software and WiFi.
- Assist customers with the installation of a range of library Apps onto personal devices.

### **Support for library programs**

- Assist with promotional activities, functions and events as directed by the Manager/Team Leader.
- Participate in Reader Development strategies including displays, promotions and events.
- Promote library services by actively encouraging an interest in reading and library use.

### **The Customer Service Officer will support the Branch Manager/Team Leader by:**

- Supporting their colleagues in a busy and sometimes challenging environment.
- Being flexible in relation to their rostering to support their branch and regional colleagues.
- Participating in all training, including on-line programs.
- In consultation with the Branch Manager or Team Leader, making decisions on matters regarding the routine day-to-day function of the branch.

### **Authority and Accountability**

The position is accountable to the Branch Manager/Team Leader for support in the effective delivery of branch services. The work is performed within specific guidelines and under general supervision.

### **Judgement and decision-making**

Under guidance and supervision:

- Judgement is exercised within clearly defined and documented procedures.
- Tasks to be performed are usually prescribed by the daily schedule's demands or are limited to a range of techniques, systems, methods or processes in a defined range of recurring work situations.
- Decide on appropriate response to difficult situations and emergency situations and report to the Branch Manager or Team Leader.

Guidance and advice is always available.

## Specialist knowledge and skills

The CSO requires (or can be acquired during the probationary period):

- Demonstrable customer service skills.
- Knowledge of safe work practices.
- Demonstrable knowledge of, and ability to use, a variety of computer hardware and software.
- Ability to source information across varied platforms.
- Knowledge of public library systems and procedures.
- Competency in the use of a range of technologies and software tools.

## Management skills

The CSO requires:

- Some skill in managing own time and work to achieve their tasks and responsibilities. However, when priorities conflict or are unclear, clarification and guidance should be sought from the Manager/Team Leader.
- The ability to perform their duties and responsibilities to achieve agreed branch goals.
- An understanding of the YLL personnel practices including Equal Opportunity and Occupational Health & Safety.

## Inter-personal skills

The CSO will have:

- High level customer service skills with an ability to deal with difficult situations and present a positive library image.
- Ability to identify customer needs and expectations, decide the appropriate action, and respond accordingly.
- Ability to maintain professionalism, integrity and confidentiality.
- Sound written and verbal communication skills.
- Ability to work in a team and to nurture trust and cooperation with Branch colleagues.

## Qualifications and Experience

- Customer service experience in a library and/or another service industry that demonstrates the ability to work with a diverse community.

## Key Selection Criteria

- Demonstrated understanding of customer service excellence in a busy public-facing environment.
- Strong inter-personal skills, including the ability to respond promptly and courteously to customers who are accessing a diverse range of services.
- Ability to work in a fast-moving digital environment, and assist members of the public to utilise Library technology.
- Sound written and verbal communication skills and the ability to engage effectively with people of all ages and from diverse backgrounds.
- A current Working with Children Check or a willingness to obtain one.
- A Current Driver's Licence.

## Professional Relationships

Internal and external relationships include (but are not limited to):

| Internal                  | External   |
|---------------------------|--|
| Executive Leadership team | Knox, Maroondah, Yarra Ranges Councils, Councillors, and staff   |
| Senior Leadership Team    | Local communities and groups (including businesses) of the three-member Councils — both users and nonusers of library services |
| Managers and Team Leaders | Educational institutions & regional organisations.   |
| Branch staff              | Professional organisations and groups.   |

## Risk Management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

## Physical Requirements of Position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.

## Declaration by Employee

By signing this Declaration, I: \_\_\_\_\_

I have received a copy of the job description for my position:

Position:        Customer Service Officer

Revision Date:

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Senior Manager People & Culture.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature \_\_\_\_\_

Employee's Name (please print) \_\_\_\_\_

Date \_\_\_\_\_