

## Band 3 Customer Service Officer – Position Description and Conditions of Employment

<b>Position Title</b>	<b>Customer Service Officer (CSO)</b>
<b>Status</b>	<b>As per letter of appointment</b>
<b>Hours per week</b>	<b>As per letter of appointment</b>
<b>Classification</b>	<b>Band 3 Level A-D</b>
<b>Salary Range</b>	<b>Salary Range: As per Schedule of Rates + Superannuation Guarantee</b>
<b>Date</b>	<b>July 2024</b>

### The Position

Customer Service Officers (CSO) play a vital role in delivering the Your Library Ltd (YLL) library services.

Your Library will invest in both induction, and on-going, training to ensure its CSOs can deliver excellent customer service in an environment that offers diverse services.

CSOs:

- Ensure that visitors to our branches receive a positive and rewarding customer service experience.
- Have a high level of knowledge of library products and services including circulation, collections (information) and community programs.
- Perform a range of rostered library operations that support customers in a self-service environment.
- Support and facilitate a broad range of community programs and events.
- Understand, and implement, personnel practices including those related to equal employment opportunity and occupational health and safety.

### Organisational Relationships

The CSO is a member of a Branch Team.

**The position is accountable to:** Branch Manager or Team Leader  
**Accountable for:** Delivering excellent customer service

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Corporate Managers (CMT)</li> <li>• Manager Branch Services</li> <li>• Your Library employees</li> </ul>	<ul style="list-style-type: none"> <li>• Knox, Maroondah and Yarra Ranges Councils, Councillors and staff</li> <li>• Local communities and groups (including businesses) of the three member Councils — both users and non-users of library services</li> <li>• Educational institutions &amp; regional organisations</li> </ul>

### Responsibilities

The CSO will play a positive role in ensuring YLL delivers strategies that will achieve the objectives outlined in



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the Corporate Plan.

The CSO will contribute to the continuous improvement and development of YLL by participating in activities and services development such as: library staff forums, training programs, specialist meetings as required.

### ***Responsibilities & Duties***

- a) Ensure that the community receives a positive customer service experience at our libraries.
- b) Perform a range of rostered library operations that support customers in a self-service environment based on high level knowledge of library products and services including circulation and collections.
- c) Effectively communicate and follow up with other team members in meeting the specific needs and expectations of customers as required.
- d) Supervise behaviour of library users to maintain a safe and enjoyable library environment for all.
- e) Perform a range of general branch duties as rostered, including but not limited to:
  - Management of library material returns and holds management.
  - Courier deliveries.
  - Shelving, tidying and shelf-reading library collections.
- f) Ensure staff/workroom/customer service areas are neat and tidy and are conducive to a welcoming environment for both employees and, most importantly, our visitors.

### ***Being Part of the Team***

Actively contribute to a positive team environment (both in their branch(es) and regionally) by:

- a) Participating in Branch planning, staff meetings.
- b) Participating in all training, including on-line programs.
- c) Supporting their colleagues in a very busy and sometimes challenging environment.
- d) Being flexible in relation to their rostering to support their branch and regional colleagues.
- e) Following our Codes of Conduct.
- f) In consultation with the Branch Manager or Team Leader, make decisions on matters regarding the routine day-to-day function of the branch.
- g) Ensure that the visitors to our branches receive a positive customer service experience.
- h) Provide help and advice in locating and obtaining information, referring to specialist staff or alternative sources of information when required.
- i) Support and facilitate a broad range of community programs and events.

### ***Community Outreach Support***

- a) Provide on-going customer service orientation to promote library services by actively encouraging an interest in reading and libraries amongst the community.
- b) Assist with promotional activities, functions and displays as directed by the Manager/Team Leader to grow library membership and usage.

### ***Collections***

- a) Display, shelve and promote collections.



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- b) Continually review the collection for discards, repairs, and replacements.
- c) Advise the Manager/Team Leader of any gaps in the collection and any feedback from library members.

### **Digital Literacy**

- a) Provide technology trouble shooting e.g. photocopiers, scanning, Wi-Fi login/printing, word/excel file management, accessing different social media platforms.
- b) Assist customers to become self-sufficient in the use of catalogues, electronic services, information resources and government websites.
- c) Assist customers with installation of a range of library Apps onto personal devices.

### **As the nominated Officer-in-Charge of a shift (Higher Duties Claimable)**

- Assume responsibilities for the operation and security of the branch as rostered within given guidelines with scope to exercise some discretion.
- Supervise, organise and direct other staff.
- Be responsible for the workflow of all service points, ensuring OH&S standards and work practices are maintained.
- Deal with and resolve customer complaints and difficulties (in the absence of the Manager/Team Leader according to library procedures).

The CSO may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed and agreed on as part of the Annual Staff Development and Performance Appraisal Program.

## **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 Problem Solving**

Under guidance and supervision:

- a) Judgement is exercised within clearly defined and documented procedures.
- b) 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.
- c) 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 Skills and Knowledge**

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

- a) Demonstrable customer service skills.
- b) Knowledge of safe work practices.
- c) Demonstrable knowledge of, and ability to use, a variety of computer hardware and software.
- d) Ability to source information across varied platforms.



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- e) Knowledge of cash handling and reconciliation.
- f) Knowledge of public library systems and procedures.
- g) Competency in the use of a range of technologies and software tools.

### Management Skills

The CSO requires:

- h) 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.
- i) The ability to perform their duties and responsibilities to achieve agreed Branch goals.
- j) An understanding of the YLL personnel practices including Equal Opportunity and Occupational Health & Safety.

### Interpersonal Skills

The CSO will have:

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

### Key Selection Criteria

The following qualifications and experience are required:

- a) Customer service experience in a library and/or experience in a service industry that demonstrates the ability to work with diversity within the workplace and community.
- b) Demonstrated customer focused attributes, including the ability to respond promptly and courteously to customers in an environment that delivers a diverse range of services.
- c) Ability to provide technology trouble shooting e.g. photocopiers, scanning, Wi-Fi login/printing, including the ability to install a range of library Apps onto customers personal devices.
- d) Assist Customers to become self-sufficient in catalogues, electronic services and other information resources.

### 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 the position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected



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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 up to 5kgs.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.

### Employment Conditions

All employment conditions are in accordance with the YLL Enterprise Agreement and the accompanying Policies, Procedures and Guidelines.

### Compliance

- A current Working with Children Check or a willingness to obtain one.
- A Current Driver's Licence.
- COVID-19 Vaccination: In accordance with Your Library requirements, all employees, volunteers, and work placement students are required to demonstrate evidence of an approved COVID-19 vaccination status.

### Probationary period

An initial six (6) month Probationary Period will apply to the position. While Your Library will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, Your Library reserves its right not to appoint the employee to this role.

The Probationary Period may be extended for a further period of six (6) months, if, in the opinion of Your Library, this is required, before considering the permanent appointment of the employee to the role.

