

CANDIDATE INFORMATION PACK

Position Title: Customer Service Officer

Positions Available:

- **3 x Ongoing Part-Time Roles**
 - **Position 1:** 74.84 hours per four-week period (Warrandyte)
 - **Position 2:** 75 hours per four-week period (Bulleen & Doncaster)
 - **Position 3:** 58 hours per four-week period (Box Hill & Doncaster)
- **1 x Limited Term Part Time Role until 18 April 2027**
 - **Position 4:** 107 hours per four-week period (Doncaster)

Closing Date: Sunday 30 August 2026 11.00pm

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. It also includes the shift requirements for each role. Additional Sunday shifts may also be available to interested successful applicants.

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. Suitable applicants may be contacted prior to the closing date.

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.
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Submitting Your Application

Address your application to:
Sally Both, Chief Executive Officer

Submit via the library **website** (preferred), or email directly to applicants@wml.vic.gov.au.

Additional Information

As part of the recruitment process and in accordance with Child Safe practices, **preferred candidates** will be required to undergo:

- **A National Criminal Record Check**
- **A Working with Children Check**

All candidates will be required to undertake background and probity checks including an Interview, Reference Checks, a Criminal Record Check and Working with Children Check prior to commencement.

Whitehorse Manningham Libraries (WML) is committed to the safety and wellbeing of children and young people and to operating in a manner that complies with its obligations under the Child Wellbeing and Safety Act 2005 and the Victorian Child Safe Standards. WML promotes an organisational culture that embeds child safe practices and expects its staff to perform their roles and engage with the community in a manner that is consistent with its child safe practices. To guide expected standards of child safe behaviours of all staff, WML has an Employee Code of Conduct and Child Safety Policy.

As part of the appointment process, WML may undertake appropriate child safety pre-screening checks of candidates. This may include asking child safety-related questions during interview and/or requiring proof of a valid Working with Children Check prior to commencement.

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.

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 OFFICER

3 x Ongoing Part-Time Roles

- **Position 1:** 74.84 hours per four-week period (Warrandyte)
- **Position 2:** 75 hours per four-week period (Bulleen & Doncaster)
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1 x Limited Term Part Time Role until 18 April 2027

- **Position 4:** 107 hours per four-week period (Doncaster)

About the Role

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

Position 1 is currently based at the Warrandyte Library, Position 2 is based at the Bulleen and Doncaster Libraries and Position 3 is located at the Box Hill and Doncaster Libraries. The temporary position is located at Doncaster Library.

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 and position description are provided in this candidate information pack.

Applications must include:

- A cover letter addressed to the Chief Executive Officer, Sally Both, stating the position(s) you are applying for.
- 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 and novated car leases

All applications must be submitted via the *Apply Link* on the website or directly to applicants@wml.vic.gov.au.

Applications close: 11pm Sunday 30 August 2026

Enquiries: Jonathan 9896 4333

Please note only short-listed applicants will be contacted.

Position 1: Part Time Customer Service Officer 74.84 hours per four-week period

This position is based at **Warrandyte**

Indicative Roster:

	MON	TUE	WED	THUR	FRI	SAT	SUN
WEEK 1		12.50pm – 5.30pm		12.35pm – 5.35pm	12.35pm – 5.35pm		
WEEK 2		12.50pm – 5.30pm	9.35am – 1pm	12.35pm – 5.35pm	12.35pm – 5.35pm	8.40am – 1.10pm	
WEEK 3		12.50pm – 5.30pm		12.35pm – 5.35pm	12.35pm – 5.35pm		
WEEK 4		12.50pm – 5.30pm	9.35am – 1pm	12.35pm – 5.35pm	12.35pm – 5.35pm	8.40am – 1.10pm	

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	14.75	22.67	14.75	22.67	74.84

Position 2: Part Time Customer Service Officer 75 hours per four-week period

This position is based at **Bulleen Library** and has regular shifts at **Doncaster Library**.

Indicative Roster:

	MON	TUE	WED	THUR	FRI	SAT	SUN
WEEK 1		9.45am – 6.15pm Bulleen			10am – 1pm Bulleen	8.45am – 5.15pm Bulleen	
WEEK 2	5.30pm – 8.15pm Doncaster	9.45am – 6.15pm Bulleen		1pm – 8.15pm Doncaster	10am – 1pm Bulleen		
WEEK 3		9.45am – 6.15pm Bulleen			10am – 1pm Bulleen	8.45am – 5.15pm Bulleen	
WEEK 4	5.30pm – 8.15pm Doncaster	9.45am – 6.15pm Bulleen		1pm – 8.15pm Doncaster	10am – 1pm Bulleen		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	18	19.5	18	19.5	75

Position 3: Part Time Customer Service Officer 58 hours per four week period

This position is based at **Box Hill** and has regular shifts at **Doncaster Library**

Indicative roster:

	MON	TUE	WED	THUR	FRI	SAT	SUN
WEEK 1	10am - 1pm Box Hill		5.30pm - 8.15pm Box Hill	10am - 5.30pm Box Hill			
WEEK 2			5.30pm - 8.15pm Box Hill	10am - 5.30pm Box Hill		8.45am - 5.15pm Doncaster	
WEEK 3	10am - 1pm Box Hill		5.30pm - 8.15pm Box Hill	10am - 5.30pm Box Hill			
WEEK 4			5.30pm - 8.15pm Box Hill	10am - 5.30pm Box Hill		8.45am - 5.15pm Doncaster	

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	12.25	16.75	12.25	16.75	58

Position 4: Temporary Part Time Customer Service Officer 107 hours per four-week period

This position is based at **Doncaster Library** until 18 April 2027

Indicative roster:

	MON	TUE	WED	THUR	FRI	SAT	SUN
WEEK 1	1pm - 8.15pm		10am - 5.30pm	8.30am -4.30pm	10am - 5.30pm	8.45am - 5.15pm	
WEEK 2			10am - 5.30pm	8.30am -4.30pm	1pm - 8.15pm		
WEEK 3	1pm- 8.15pm		10am - 5.30pm	8.30am -4.30pm	10am - 5.30pm	8.45am- 5.15pm	
WEEK 4			10am - 5.30pm	8.30am -4.30pm	1pm - 8.15pm		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	33.75	19.75	33.75	19.75	107

More information on Whitehorse Manningham Libraries can be found at:

- www.wml.vic.gov.au/About
- Facebook/whitehorsemanninghamlibraries
- Instagram/whitehorsemanninghamlibraries
- Youtube channel: <https://www.youtube.com/channel/UCSFnaj08bqUFirgk0pNDIMQ>

Our vision

Our hope

A vibrant and inclusive library service that enriches our community.

Our goals and priorities

Our strategic focus

GOAL
1 Value for community We've expanded outreach, built stronger partnerships, and shaped services around life stages — reaching people where they live, learn, work and gather, and delivering value through connection, opportunity and belonging.
2 Inspiring places Our libraries aren't just buildings. They're safe, trusted public spaces where people come to learn, connect, get support, and find inspiration. They can adapt and change to deliver value to our community.
3 Services shaped by community Our services and collections are shaped by what our community needs and values. They support learning, literacy and wellbeing, with a focus on reaching those facing barriers and responding to what matters most.
4 Digital confidence and inclusion We empower people to participate fully and safely in the digital world — ensuring no one is left behind, regardless of age, language, or ability.
5 Climate resilience Our libraries contribute to a sustainable future through environmentally responsible practices, community resilience programs, and safe spaces in times of need.

Our purpose

Our why

To provide welcoming and safe spaces, inclusive services, diverse collections and trusted information that help people imagine, learn, connect and thrive.

Our strategic enablers

Our cross-cutting foundations

People



Support a skilled, connected and adaptable workforce with the energy to lead services, respond to change, and build strong community relationships.

Financial Sustainability



Use resources wisely to maintain service quality and reach. Focus on efficient delivery, sound funding decisions, and exploring new income streams.

Partnership



Work with Councils, local organisations and service providers to extend reach, reduce duplication, and strengthen community outcomes through shared goals.

Innovation



Adapt how services are delivered by embracing new ideas, technology, and flexible ways of working to stay relevant and responsive to community needs.

Our values

Guiding our work



Respect

Treating everyone with respect, dignity and courtesy.



Collaboration

Working together to achieve better outcomes.



Integrity

Being open, honest and accountable.



Curiosity

Being open to learning and exploring ways to improve.



Agility

Being flexible and adaptable to change.

POSITION DESCRIPTION

Position Title	Customer Service Officer
Position Number	BR28
Department	Branch Services
Classification	Band 3
Date Approved	April 2026
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police Check

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.

OUR VALUES



Respect

Treating everyone with respect, dignity and courtesy.



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Working together to achieve better outcomes.



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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.

ORGANISATIONAL RELATIONSHIPS

Reports to: Branch Manager / Team Leader

Supervises: Nil

Internal Contacts: Branch Staff

External Contacts: Library users

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

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

REMUNERATION

In the range Band 3A – 3D

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
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	✓		
Emotional resilience	✓		
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.

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.

7. Intent

The intention of the position description is to provide an outline of responsibilities at a point in time. Responsibilities may evolve in accordance with organisational needs.

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