

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.	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 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