

Position Description

Customer Service Officer



Position Details

Position Title	Customer Service Officer
Position Number	100171, 100045, 703693, 100048, 703692, 100581, 100554, 703687
Classification	Band 3
Division	Community Strengthening
Branch	Libraries, Arts & Events
Unit	Library Services
Reports To	Library Team Leader
Employment Essentials	• Working with Children Check • National Police Check

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Libraries, Arts and Events Branch sits within the Community Strengthening directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond. Our work drives outcomes across social, cultural

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and economic policy domains and champions opportunities and experiences that promote lifelong learning, gathering, creativity and discovery.

Position reports to:	Library Team Leader
Reporting to this Position:	Nil
Internal Relationships:	Library Staff Library Team Leader (Customer Service) Community Strengthening Division Other internal Council staff
External Relationships:	Residents Public libraries Community Groups Members of the public External service providers

Position Overview

This role supports the objectives of the Library Plan by delivering high-quality services in accordance with library policies and procedures. The incumbent will demonstrate a strong commitment to excellent customer service. Key responsibilities include providing courteous, efficient assistance and promoting library services to all customers. The role involves maintaining a customer-focused approach through responsive service, engagement. It also includes performing circulation and collection tasks in a self-serve environment and contributing to daily operations. The position plays an important role in fostering the library as a hub for reading, learning, and community connection.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

Customer Service and Operations

- Provide proactive, courteous, and responsive customer service that supports access to library services, collections (including digital resources) and library programs. Assist customers with basic technology use and troubleshooting. Perform daily operational duties including (but not limited to), rostered 'Desk' shifts, opening and closing routines, shelving, shelf reading, packing and unpacking the courier run and maintaining a clean and welcoming environment. Respond to general and complex customer enquiries with care and efficiency, referring where appropriate to senior or specialist staff.
- Support the delivery of library programs, festivals, and events, including set-up, pack-down, and other duties as required.
- Enforce library policies and procedures fairly and consistently, contributing to a safe and respectful environment for all patrons and staff. Use internal systems such as the Customer Request Management System (CRM) to track and follow up on customer needs. Provide high level collection and service knowledge and information to customers through reader services and support.

Promotion

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Assist teams across the library service with the delivery of programs and activities that promote the library as a place for reading learning and community, including but not limited to children's & youth, adult programs and outreach.

Collections

Under the guidance of the branch Team Leader, maintain collections in accordance with the Yarra Libraries Collection Development Policy and collection maintenance procedures.

Information Technology

Use relevant IT systems (e.g. TechOne, Oracle, IS Service Desk) effectively to carry out branch operations and fulfil role responsibilities. Report any system issues promptly to the Information Services Team.

Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- Library and learning staff forums
- Training programs
- Team meetings as required
- Meetings with your specific Team Leader

Physical Requirements of Position

This position involves frequent and sustained hours of lifting, standing, twisting, turning, pushing, pulling, reaching, bending, opening and closing actions during the processing and shelving of books / items and in the execution of the required duties. Both fine and gross motor movements are involved for the upper and lower parts of the body and extremities.

The frequent and sustained use of computers, scanning devices, de-activation and re-activation security devices and openers, and office equipment are also involved.

The ability to work across all Yarra Libraries branches, evenings and on weekends. The incumbent is willing to undertake other duties as required.

Accountability and Extent of Authority

- Specific guidelines and works under general supervision.
- Freedom to plan work at least several days in advance.
- Effect of actions taken is usually limited to a local group or function.

Judgement and Decision Making

- Procedures well understood and clearly documented.
- Selection from a limited range, recurring work situations.
- Guidance and advice is always available.

Management Skills

- Basic skills in managing time, planning and organising own work.
- Guidance, advice and training of other staff in routine matters.

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Interpersonal Skills

- Oral and written communication with clients, employees and members of the public, and in resolving minor problems.

Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Limited degree of skill.
- May require understanding of organisational context - including relevant policies and procedures.
- Basic proficiency in time management and organisation.
- Sound understanding of the library's role in the community and ability to follow relevant policies and procedures.
- Proficiency in using and troubleshooting computers, digital devices, and standard software, including Library Management Systems and the Microsoft Office suite.
- Ability to engage and communicate effectively with a diverse community.
- Experience supporting programs, events, and the promotion of library resources and services.

Qualifications and Experience

- 4 years secondary plus short industry training course, or some on-the-job training, or traineeship.
- Customer service experience in a library, retail and/or hospitality setting.

Key Selection Criteria

1. Ability to effectively and efficiently provide quality customer service to a range of people from diverse backgrounds, cultures and abilities.
2. Well-developed verbal/non-verbal and written communication skills with the ability to adapt successfully to changing situations and environments
3. Demonstrated ability to use a variety of computer software, hardware and sound IT trouble shooting skills to support customer needs
4. Ability to support library staff with programs, events and activities