CITY OF PROSPECT

Position Description

Casual Officer – Customer Service and Library

Directorate: Community & Planning	**Department**: Library and Customer Service
Reports to: Team Leader Customer Service / Team Leader – Library Collections & Operations	
Salary Level: 2 (SAMSOA and Administration Enterprise Agreement)	**FTE:** Casual

POSITION SUMMARY

The role of the Casual Officer – Customer Service and Library is to assist and support in the day-to-day operations of the Customer Service and Library Teams which are co-located services at a single site. The role is predominately focussed on call centre support and general circulation duties in Council Customer Service and Library.

This role alternates between Customer Service and Library shifts depending on roster requirements. Library shifts may include weekends and after hours work.

POSITION RESPONSIBILITIES

CUSTOMER SERVICE

- Deliver quality information and services face-to-face, telephone and email to both internal and external customers
- Liaise as required with staff from other departments to gain information and to resolve customer issues
- Provide first point of call resolution wherever possible when dealing with issues (or where not possible to resolve at first point, distribute to relevant officer)
- Ensure accurate and efficient data entry of customers request through Council's Customer Request Management System
- Complete customer requests and payments received via the call centre, front counter or mail in a professional and timely manner
- Provide accurate and efficient data entry of the Animal Management System (Dogs and Cats Online)
- Maintain various schedules to equipment hire and other Council services such as graffiti kits and rodent poison but not limited to
- Provide support to other Customer Service Officers and where requested backup assistance to the Team Leader Customer Service

LIBRARY

- Provide all aspects of library circulation processes
- Actively promote library services, activities and programs to the Prospect community
- Respond to customer queries and provide information services as required
- Assist customers to access technology resources including Internet, library catalogue and online databases, PC booking system, wireless internet and other resources as required
- Assist customers to troubleshoot issues with equipment and access to resources
- Perform collection maintenance, processing and administrative tasks as required
- Ensure library equipment is in good working order and report faults

GENERAL DUTIES

- Perform electronic and cash transactions
- Attend training and development programs
- Take personal responsibility and collaborate with others in applying skills and knowledge
- Flexibility to fulfil a variety of roles to meet the requirements of the role
- Assist with maintaining the presentation of the library and customer service areas

RECORDS MANAGEMENT

- Maintain an efficient, effective and transparent Council by creating and capturing records in all appropriate circumstances; this includes but is not limited to, meeting the requirements of the Knowledge and Information Management Policy, registering all required records including emails, preventing the use of personal recordkeeping systems and supporting adequate Records Management.
- Meet the requirements of the Knowledge and Information Management Policy, register all required records including emails, do not use personal recordkeeping systems and demonstrate support for adequate Records Management.
- Ensure Records Management requirements are considered in all contracts, recruitment, and software purchases.

In undertaking the above-mentioned duties and responsibilities, the position will meet the following Work Standard:

- *Action is taken on Information Management reporting;*
- *Records are managed in a compliant manner*

AUTHORITY TO ACT

- This position works under the direct guidance of the supervisor.
- This position works within the limits of Council policies and procedures and relevant legislative constraints

KNOWLEDGE, COMPETENCIES AND QUALIFICATIONS

KNOWLEDGE

Essential

- Demonstrated working knowledge of customer service principles
- Demonstrated working knowledge of computer software packages for word processing, databases, spread sheeting, and email or the ability to rapidly acquire such skills
- Sound organisational skills
- Maintains confidentiality as well as accuracy and attention to detail

Desirable

- Knowledge of public library operating procedures

DEMONSTRATED COMPETENCIES

Essential

- Good interpersonal skills and ability to relate to all customers
- Good organisational and time management skills
- Corporate technology ie intranet, finance, electronic document management
- Demonstrated understanding and enthusiasm for the direction of the city and the organisation
- Strong customer service focus and commitment to quality customer service
- Good conflict resolution and problem solving skills
- Ability to use initiative and flexibility when resolving customer service issues

QUALIFICATIONS

Essential

- Proven experience and/or demonstrated ability in delivering customer service face to face and/or via electronic means

- It is a pre-requisite of the position that the incumbent be prepared to undertake internal and external training, including "on the job" training in the multi discipline areas of Council business

Desirable (hold, or be able to obtain)

- Class C driver's license
- National Police Clearance and Child Safe Environment training

EXPERIENCE

Essential

- Minimum of 2 years' experience in a customer service role

Desirable

- Experience in Local Government in a library and/or customer service role
- Experience in cash handling

KEY RELATIONSHIPS

Stakeholder (internal and external)	Type of contact
Supervisor	Daily – to fulfil responsibilities of the position
Managers and employees	Daily – to ensure execution of appropriate instructions, response to requests, provision of advice and maintenance of effective communications
Clients and suppliers and other stakeholders	As required – to build and maintain relationships, provide advice, and ensure service delivery

WORK ENVIRONMENT

- Manual Handling
- Some work may be required outside normal operating hours

EMPLOYEE RESPONSIBILITIES

- Contribute to the achievement of the organisations Visions, Strategic Plans and Our Values.
- Contribute to a positive and supportive organisational culture, demonstrating a high level of integrity, respect and commitment, while promoting enjoyment, teamwork and innovation.

WORK HEALTH AND SAFETY REQUIREMENTS

- In relation to Work Health and Safety (WHS), employees are responsible and accountable for:
    - taking reasonable care for his/her own health and safety;
    - taking reasonable care that his/her acts or omissions do not adversely affect the health and safety of other persons;
    - complying, so far as the employee is reasonably able, with any reasonable instruction that is given by the person conducing the business or undertaking to allow the person to comply with the WHS Act;
    - cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace which has been notified to workers;
    - complying with WHS and Workers Compensation legislation requirements and relevant WHS policies, procedures and safe work practices implemented by City of Prospect, which includes taking reasonable care to protect the health and safety of both themselves and others in the workplace;

  - participating in activities associated with the management of workplace health and safety including training;
  - identifying and reporting health and safety risks, accidents, incidents, injuries, property damage and mishaps in the workplace;
  - correctly using all appropriate equipment provided and adhering to instructions issued to protect the health and safety of the employee and others in the workplace
- Comply with Council's Employee Code of Conduct and other related policies and procedures regarding risk management, records management and environmental sustainability.
- In relation to Risk Management, employees are responsible and accountable for:
  - Identifying and reporting risks which may affect residents, general public and employees;
- Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity (i.e. Discrimination Act) by adhering to the provisions of relevant legislative requirements.
- Build trust and maintain integrity and credibility with all our customers (internal and external)
- Work within the limits of Council policy and relevant legislative constraints.

PERSONAL ATTRIBUTES

- Demonstrated ability to provide quality customer service
- Demonstrated ability to relate to and work with people from various backgrounds
- Demonstrated ability to work in a team environment
- Demonstrated ability to act in a professional manner at all times

POSITION DESCRIPTION APPROVALS

Approved by

Manager:	**Ben Footner**	_____	_____
	Print Name	Signature	Date

Authorised by

CEO:	**Nigel McBride**	_____	_____
	Print Name	Signature	Date

POSITION DESCRIPTION ACCEPTANCE

I acknowledge that the above position description guides the responsibilities to be undertaken by me in my role with City of Prospect.

Incumbent:	_____	_____	_____
	Print Name	Signature	Date

Disclaimer

Flexibility: This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

City of Prospect enjoys a smoke-free work environment and smoke breaks are not permitted outside normal daily breaks and only in specifically designated areas.

OUR VALUES

You will be able to demonstrate the ability to use Our Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of City of Prospect will be underpinned by a commitment and belief in Our Values.

Respect
We treat others as we wish to be treated

Innovation
We are a creative and find smart solutions

Teamwork
We work together by encouraging and supporting each other

Integrity
We act honestly and with transparency

Commitment
We hold ourselves and each other accountable

Enjoyment
We celebrate success, acknowledge achievement and enjoy our work