



Shire of Mt Marshall

— THE SANDALWOOD SHIRE —

BEACON LIBRARY OFFICER POSITION DESCRIPTION

1.0 TITLE Beacon Library Officer

2.0 LEVEL Level 2 – Local Government Industry Award 2010

3.0 DIVISION Administration/Library

4.0 POSITION OBJECTIVES

4.1 Objectives of Position

- Act as first point of contact for the Beacon Public Library delivering a high standard of service to patrons in a friendly, patient, courteous and professional manner.
- Receive questions, concerns and complaints from patrons and respond appropriately and effectively, referring to the supervisor where necessary.
- Undertake all day to day public library duties and operation of the Beacon Public Library.
- Maintain accurate circulation records providing for the accountability of both State Library of WA stock and local stock.
- Liaise with State Library of Western Australia staff.
- Undertake data entry duties.
- Develop skills and gain experience in general library management procedures and processes through on the job training.

5.0 REQUIREMENTS OF THE POSITION

5.1 Skills

- Exceptional customer service skills.
- Developed telephone skills.
- Developed computer and keyboard skills.
- Developed time management and organisational skills.
- Developed verbal and written communication skills.
- Ability to operate equipment relevant to work area.
- Data input skills.
- Ability to set own direction and work autonomously

5.2 Knowledge

- Sound knowledge of customer service principles and practices.
- Sound knowledge of Microsoft Office applications.
- Developing knowledge of administrative procedures.

5.3 Experience

- Demonstrated ability to deal with the public efficiently and courteously.
- Experience in general office procedures.
- Developed computer and keyboard skills
- Developing word processing skills.
- Experience in a customer service role or as a library officer.

5.4 Qualifications and/or Training

- Completion of Year 10 or equivalent with passes in English and Mathematics.

6.0 KEY DUTIES / RESPONSIBILITIES:

- Provide a high standard of service to patrons in a friendly, patient, courteous and professional manner.
- Manage incoming telephone and face-to-face enquiries to achieve the objective of efficient client service in accordance with acceptable standards.
- Collect and process incoming mail, and process and deliver outgoing mail.
- Process patron issues and returns.
- Process requests for items not in stock.
- Collect and process incoming monthly exchanges.
- Process outgoing exchanges monthly and deliver for collection by courier.
- Maintain membership records.
- Maintain circulation records.
- Issue reminder notices monthly and report to supervisor.
- Complete statistical returns.
- Ensure stock is displayed neatly and tidily so as to maintain the order and pleasant appearance of the library.
- Keep brochures and displays up to date and displayed so as to maintain the order and pleasant appearance of the library.
- Undertake a stock take of the library annually.
- Operate a variety of office equipment, including a personal computer and a variety of computer software, phone, fax, calculator, printer.
- Maintain consistent and professional attendance, punctuality, personal appearance, and adherence to relevant safety & health procedures.
- Provide timely and effective clerical and administrative support to library patrons.
- Other duties consistent with the level of this position and the principles of broad-banding.

7.0 ORGANISATIONAL RELATIONSHIPS

7.1 Responsible to: Executive Assistant

7.2 Supervision of: Nil

7.3 Internal and External Liaison

Internal

- Chief Executive Officer
- Executive Assistant
- Senior Officers
- All other staff

External

- Councillors
- Library Patrons
- General Public / Ratepayers
- State Library of WA Staff
- Other Libraries' Staff

8.0 EXTENT OF AUTHORITY

8.1 Authority of this position is limited.

8.2 Operates under the direction of the Supervisor within established guidelines, procedures and policies of Council as well as statutory provisions of the various acts and other legislation.

8.3 Authority to determine work schedules and priorities in consultation with the Supervisor.

9.0 SELECTION CRITERIA

9.1 Essential

- Commitment to quality customer service.
- Developed and telephone skills.
- Developing time management and organisational skills.
- Developing verbal and written communication skills.
- Developed interpersonal skills.
- Developed computer and keyboard skills.
- Sound experience using Microsoft Office Suite.
- Ability to work autonomously.
- Completion of Year 10 or equivalent with passes in English and Mathematics.

9.2 Desirable

- Basic knowledge of the local community.
- Relevant experience in similar position.
- Experience in use of AMLIB and VDX programmes.
- Knowledge of Local Government Functions.

10. CONDITIONS OF EMPLOYMENT

10.1 Award

Local Government Industry Award 2010.

10.2 Salary

Level 2, Local Government Industry Award 2010

10.3 Hours of Work

By agreement, based on one day per week (8.0 hours)

10.4 Training

On the job training will be provided.

Professional Development Training as approved by Supervisor.

10.5 Staff Uniform

An annual allowance of \$100 upon commencement and each financial year afterwards.

Present Occupant:

Signature: _____

Date Appointed:

Supervisor: Executive Assistant

Signature: _____

Date Reviewed: 17 November 2017

No. of Sheets: 6