

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Library Officer - Junior</b>
<b>Position Number:</b>	<b>11089</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports to:</b>	<b>Library Supervisor</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 1</b>

## 1. POSITION OVERVIEW

The Library Officer is responsible for providing quality customer service to the community and users across the City of Karratha libraries, through the maintenance and development of library and information services and community programs. Good interpersonal skills and effective teamwork are required for this position. All employees are expected to work in accordance with the City of Karratha's values.

### 1.1 Position Objectives

- To provide high quality customer service.
- To assist in the day-to-day operations of the library, inclusive of working rostered hours, evenings and Saturdays.
- To participate as part of an effective team.
- To complete routine library and administrative tasks.
- To liaise with senior library staff regarding the operation of library services.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Customer Service Duties

- Provide a consistently high level of customer service according to the City of Karratha's customer service charter.
- Proficient in IT access and basic problem-solving to assist customers as required.
- Promote and maintain high standards of library service and library presentation.

### 2.2 Library clerical duties

- Accurately and efficiently issue, renew and return library items using the Library Management System
- Assist in the opening, closing and securing library buildings.
- Maintain accurate shelf order on a regular basis, shelve items daily and weed the collection regularly as directed by Senior Library Officers.
- Assist in processing stock, reservations and interlibrary loans.
- Assist with recording statistical information as required.
- Assist in preparing activities and conduct story time sessions, school holiday activities and special programmes that promote life-long learning.
- Participate in staff meetings.
- Assist in stocktake processes.
- Receive and receipt monies for library services.
- Undertake training and development as required for the execution of the role.
- Assist with routine correspondence as required.
- Assist with publicly available equipment, technologies and online resources.

### **2.3 Teamwork**

- Liaise and communicate with all library staff to ensure an integrated approach to work outputs.
- Continuously develop personal skills.
- Follow instructions and initiate new ideas.
- Function as an effective team member, strive to learn and seek new ways of doing things.

### **2.4 Organisational support**

- Respond to initiatives and assist in the development of the service as directed.
- Perform other duties as required by the Library Supervisor.
- Comply with the policies and procedures of the City of Karratha.

### **2.5 Occupational Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1 Authority and Accountability**

- Assist with the day-to-day operations of the library.
- Ability to work under supervision.
- Work is generally defined within established procedures and work routines.

### **3.2 Judgement and Problem Solving**

- Ability to problem solve within established processes and procedures.
- Ability to assist with problem solving of equipment.
- Proven time management skills.
- Proven efficient and effective organisational and administrative skills
- Ability to lift and carry a medium load.

### **3.3 Specialist Knowledge and Skills**

- Sound research and written skills.
- Demonstrated proficiency in using personal computer applications, including Microsoft Office suite of products and the internet
- Demonstrated literacy and numeracy skills, attention to detail

### **3.4 Interpersonal Skills**

- Good interpersonal and the ability to communicate with a wide range of people and groups, to ensure delivery of a high level of customer service.
- Ability to work effectively in a team environment.
- Ability to exercise initiative and good judgment when required.

### **3.5 Qualifications and Experience**

- Completion of year 10 or equivalent or working towards
- Working with Children Check or be eligible to obtain one
- Provide First Aid Certificate (desirable)
- Current C class driver's licence or own transport available
- National (or Federal) Police Certificate (no more than 6 months old), or willing to obtain one