



Murrindindi
Shire Council

Position Description

Library & Customer
Service Officer

Professionalism Integrity Accountability Empathy



Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.

We focus on growing our business opportunities.

Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE

Library and Customer Service Officer

JOB NUMBER

191

CLASSIFICATION

Murrindindi Council Enterprise Agreement
Band 4

GROUP

People & Corporate Performance

DEPARTMENT

Customer Experience

APPROVED BY

Manager Customer Experience

DATE

April 2023

Position Overview and Objective

Council's Customer Services is committed to providing a high-quality service to its community and to visitors through its three Customer Services centers (at Alexandra, Yea and Kinglake), over the phone, and via our website.

Murrindindi Library Services (MLS) delivers community-based library services through a network comprising three library branches (at Alexandra, Yea and Kinglake), a Mobile Library and the library website.

As most of our Library and Customer Service sites are co-located, staff are required to work across both functions.

The objectives of this role are to

- provide efficient and friendly service to our customers, in line with the service standards set by the organisation
- understand and utilise systems and processes to ensure a seamless service for customers
- actively engage with the community through the delivery of library programs as directed, including Storytime for children

Positions will provide relief across our Yea, Kinglake and Alexandra Library and Customer Service Centres (including call centre). Some after-hours work may be required.

Key Responsibilities

Customer Service

As the first point of contact with Council's customers and community, provide courteous, friendly and efficient customer service to all customers at reception, through written communications and by phone in the Customer Contact Centre including

- Work to find solutions for customers and assist them from the beginning to the end of the customer request process
- Model best practice customer service in dealings with customers with a focus on putting the customer's needs first
- Gain and maintain good knowledge of all Council services, computer systems and common issues which might affect customers, so as to provide accurate and timely solutions
- Ensure accurate capture of customer data, requests and feedback
- Communicate with customers and staff clearly, positively and in a timely way
- Undertake accurate cash handling and receipting for a wide range of accounts, permits, applications, registrations and the end of day banking process
- Assist in facility management and arrange bookings for a range of Council facilities and services

Murrindindi Library Services (MLS)

Assist in the delivery of library services for users including:

- Provide assistance to library users to find appropriate information and materials relevant to their needs, including making recommendations for recreational reading and accurate use of library circulation system
- Assist in planning and delivery of library programs
- Assist with production of promotional fliers and advertisements for library programs in accordance with agreed standards
- Assist with creation of social media content and actively contribute ideas to improve MLS' social media presence
- Maintain presentation and displays to ensure a warm and engaging environment
- Provide respectful, courteous, friendly and inclusive customer service to all library users
- Gain and maintain good knowledge of all Council services, computer systems and common issues which might affect customers, so as to provide helpful advice
- Ensure accurate capture of customer data, requests and feedback and assist library users to access Council services
- Communicate with customers and staff clearly, positively and in a timely way
- Undertake accurate cash handling processes

General

Work positively and co-operatively as part of the Library and Customer Service team and within the broader teams of Council, including:

- Participate in regular meetings, and undertake training as required to meet ongoing organisational and team needs in order to provide high quality services
- Identify and raise issues and suggested improvements for how our services might be delivered to Team Leaders
- Embrace change to enhance service delivery and best practice customer service principles

Organisational Relationship

Reports to:	Customer Service Coordinator
Supervises:	NIL
Internal Relationships:	Staff within the Department of Communications, Library and Customer services, all Council staff & Councillors
External Relationships:	All customers of the Murrindindi Shire Council including rate payers and residents, as well as all visitors; Community Groups and external agencies

Key Selection Criteria

- Excellent customer service skills and experience, and proven experience in working positively and collaboratively as part of an effective customer-facing team (experience in customer or library services or in local government would be highly regarded)
- Well-developed interpersonal skills and the ability to deal professionally and efficiently with customers
- Well-developed communication skills including ability to present to small groups
- Proven ability to think and act quickly and exercise good judgment and ability to perform well under pressure during busy periods
- Sound administrative skills, including experience across a range of software and IT systems, including Microsoft Office Suite, cash handling skills and experience

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	Libraries / Service Centre - standard engagement 38 hours
Drivers Licence / Ability to travel	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
Physical Requirements	Physical requirement associated with an office based role
Psychological Requirements	All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control. In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters
Checks	Police / Criminal Record Check Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position. Evidence of rights to work in Australia Required Working with Children Check Required to perform role due to direct work with children COVID Vaccination In accordance with Council policy
Matters relevant to the above checks	Deals directly with members of the public
Work location conditions	Onsite – role is required to be performed on site (due to business needs and/or customer contact requirements)
Outside ordinary hours of work	Ad hoc requirement for outside business hour or after hour work in accordance with business needs
Qualifications / Registrations / Licences / Memberships	As per key selection criteria

Band 4

<p>Accountability and extent of authority</p>	<ul style="list-style-type: none"> • Provide information to clients and/or information and support to more senior employees. • May supervise resources including other employees and/or regulate clients. • Undertake work to established standards and procedures and specific guidelines applicable the role. Exercise some discretion in applying these where applicable. • Plan own work (at least a week in advance). • Make decisions and take action within the localised work group or function, individual jobs or clients, or to internal procedures and processes.
<p>Judgment and decision making</p>	<ul style="list-style-type: none"> • Undertake objectives that are well defined with the particular method, process or equipment selected from a range of available alternatives. • For supervisors, tasks may include determining require the quantity of resources needed to achieve the objective. • Guidance and advice are always available within the time available to make a choice.
<p>Specialist knowledge and skills</p>	<ul style="list-style-type: none"> • Understand the relevant technology, procedures and processes used within the operating unit. • Understand their role within the organisational context, including relevant policies, regulations and precedents. • Understand the goals of the unit and where appropriate, an appreciation of the goals of the wider organisation. • Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.
<p>Management skills</p>	<ul style="list-style-type: none"> • Knowledge of human resource practices • Provide employees with on-the-job training and guidance. • Manage time, planning and organisation of own work.
<p>Inter-personal skills</p>	<ul style="list-style-type: none"> • Able to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and supervision of employees where applicable. • Ability to prepare written communication related to routine correspondence and reports if required.
<p>Qualifications and experience</p>	<ul style="list-style-type: none"> • Secondary school completion or post-trade certificate or other post secondary qualification below diploma or degree • Or knowledge and skills gained through on-the-job training appropriate to the requirements of work in this Band

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council’s values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



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