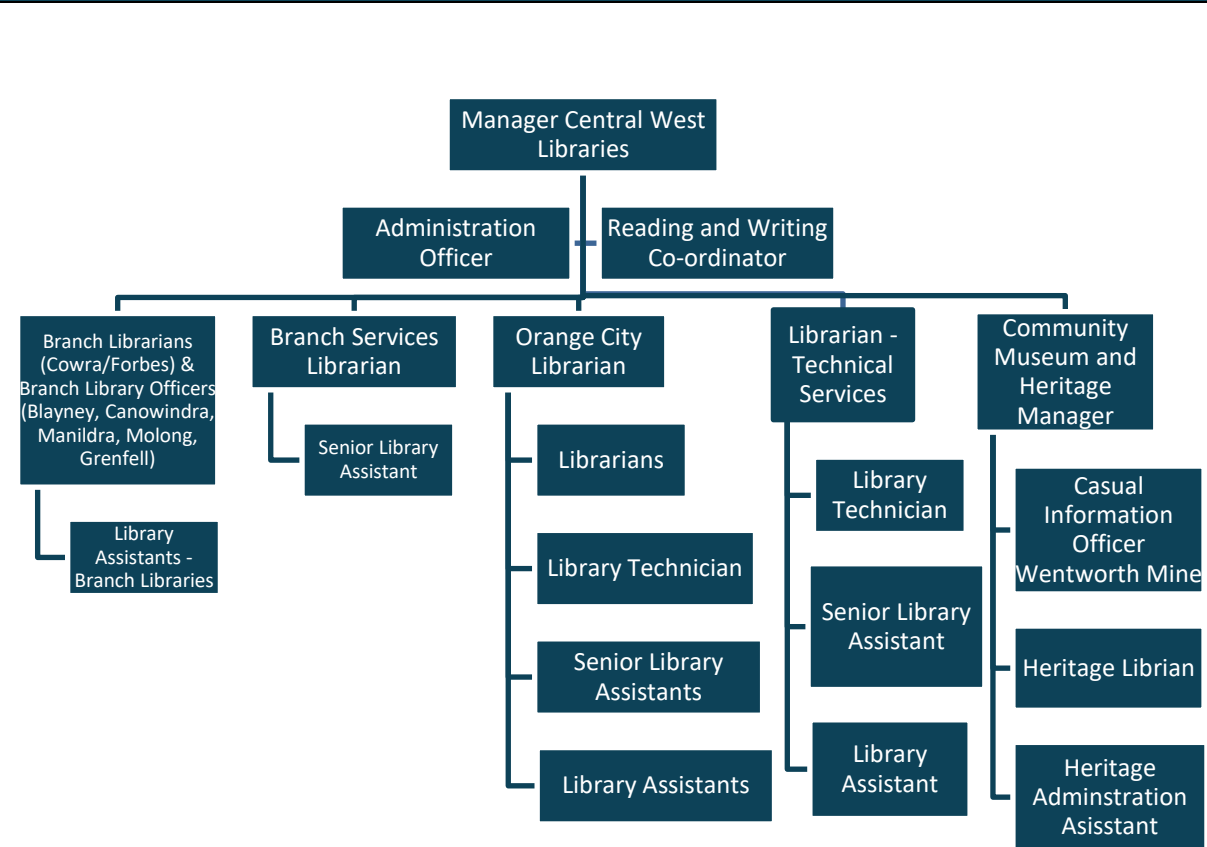


Position Title:	Library Assistant - Branch Libraries
Position Number:	
Division:	Community Recreation and Cultural Services
Section:	Central West Libraries
Grade:	3
Delegations:	Nil
Position FTE Hour:	35

Primary Purpose of Position

Provision of high quality, customer focussed readers' services including circulation duties, reference enquiries and participation in the delivery of programs and events as part of the Central West Libraries team.

Sectional Structure



Selection Criteria

Qualifications/Licences

- Higher School Certificate or equivalent
- Certificate IV in Library Studies or other relevant area
- Current Class C Drivers Licence

Skills and Experience

- Previous library or retail experience is desirable
- Well-developed verbal communication skills including the capacity to interact with all levels of staff and the community while maintaining effective customer service and relationship management
- Demonstrated ability to operate a branch library single handedly
- Demonstrated ability to work and contribute as part of a team
- Demonstrated ability to prioritise workload and time management skills
- Digital literacy skills in the use of a variety of technology including applications and systems used within libraries
- Ongoing commitment to professional development
- Ability and availability to work within a roster which may include evenings and weekends
- A love of reading
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Provide high quality, customer focussed readers' services including circulation duties and reference enquiries
- Provide customer assistance with internet, PCs and digital devices
- Participation in the delivery of events as part of the Central West Libraries team
- Participate in collection management processes including shelving and identifying items for cleaning, repairs and withdrawals
- Responds promptly to customer requests
- Accurately process payments by cash & card
- Adhere to established policies and procedures
- Contribute to a team environment
- Actively participate in the Library's Strategic and Marketing Plans
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	<p>Ownership - Foundational "Does it" <i>Take responsibility and ownership of work and delivering to quality standards.</i></p> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly
Personal Attributes	<p>Resilience and Adaptability - Foundational "Does it" <i>Express own views, persevere through challenges, and be flexible and willing to change.</i></p> <ul style="list-style-type: none"> • Adapts to changing work tasks and environments • Is open to new ways of doing things • Stays calm in difficult situations • Does not give up easily when problems arise • Asks questions and offers own opinion
Relationships	<p>Customer Focus - Foundational "Does it" <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs •
Technical	<p>Information and Technology - Foundational "Does it" <i>Use technology and information to maximise efficiency and effectiveness.</i></p> <ul style="list-style-type: none"> • Shows confidence in using the technology required in the role including the Library management system, MS Office suite, digital microfilm, data management across devices and PC management software. • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management policies
Results	<p>Team Work - Foundational "Does it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i></p> <ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and works collaboratively to achieve high customer satisfaction • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs <p>Deliver Results - Foundational "Does it" <i>Achieve results through efficient use of resources and a commitment to quality outcomes.</i></p> <ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct.

Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.

- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Employee Name:	
Signed by Employee:	
Date Signed:	