


POSITION DESCRIPTION



Position title	Library Customer Services Officer
Directorate	Community Development
Designation	Level 1 (Municipal Officer) ASTC EA
Position number	P2331
Responsible to	Library Team Leader
Position status	Casual
Position description approved	<div> Recoverable Signature X <i>Diella Bortle</i> <small>Signed by: 0c91ca2b-148a-4aa2-bd62-ad9bdc60d39</small> Date: 2/9/2025</div>

Primary Objective

Located at the Nevil Shute Memorial Library (Alice Springs Public Library) and within the Community Development Directorate, this position is an integral part of the library team, playing a pivotal role in providing high-quality frontline customer and information services. The role demonstrates a socially inclusive community focus, serving the Alice Springs community and all library users. As this is a casual position, no set hours of work or ongoing employment are guaranteed.

Key Responsibilities

- Provide high-quality customer service at the Information Desk, in line with the service standards set by the organisation.
- Carry out library duties, including shelving, shelf-reading, roaming, opening, closing, assisting with the item's circulation, references, reader guidance and community information services within the library.
- Maintain consistency in performing tasks, ensuring all duties are carried out in alignment with the library's policies and guidelines to support operational efficiency and service quality.
- Undertake training as required to meet ongoing organisational and team needs to provide high quality services
- Uphold organizational values and behave according to Council's Code of Conduct, including treating other employees and the general public with respect.
- Maintain own health and safety and that of other people in the workplace or those who may be affected by the work being carried out.
- Take reasonable care for your own health and safety, as well as that of others.
- Follow health and safety instructions and comply with relevant workplace policies, procedures, and emergency protocols.
- Use personal protective equipment and operate machinery, plant, and vehicles safely.
- Report hazards, incidents, accidents, and near-misses to your Manager/Supervisor promptly.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Qualifications

- Current National Criminal History check (less than 6 months old)
- Current Working with Children clearance (Ochre Card)

Selection Criteria

Essential

1. Proven experience in a customer service field and proven ability to communicate effectively with people from all ages and backgrounds.
2. Demonstrated ability to adhere to defined organisational policies, procedures and processes.
3. Ability to effectively use a range of software applications including MS Office Suite, web browsers and networked ICT hardware.
4. Current Working with Children Clearance (Ochre card)
5. Current criminal history checks

Desirable

1. Experience working in a public library
 2. Experience and ability to work in a cross-cultural environment
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ACKNOWLEDGEMENT

I have received a copy of this Position Description and have read and understand its contents.

Employee Name _____::FIRSTNAME:: ::LASTNAME::_____

Signature _____::SIGNATURE::_____ Date _____