

POSITION DESCRIPTION

LIBRARY CUSTOMER EXPERIENCE OFFICER – P3024-3027

DIRECTORATE	Community	BUSINESS UNIT	Library Services
REPORT TO	Library Customer Experience Officer	DIRECT REPORTS	Nil
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	3
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Ongoing

THIS POSITION'S COMMITMENT TO THE COMMUNITY

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our city thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity,
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our city. The Community Plan highlights the priorities for achieving these outcomes.

OUR CUSTOMER CHARTER

City of Palmerston is committed to our Customer Service Charter, and all employees are expected to uphold this commitment within their role.





POSITION OBJECTIVE

To provide excellent customer service for members of the community seeking any of Council's library resources and information services by evaluating customer needs and determining the best course of action to resolve issues as they arise.

To provide a professional, friendly, and helpful service through accurate and timely information relating to the City of Palmerston library and services.

POSITION CONTEXT

Reporting to the Library Operations & Systems Lead, the Library Customer Experience Officer is responsible for the daily provision of excellent customer service that contributes to the delivery of the City of Palmerston Community Plan including the following:

- Championing the Customer Experience Charter
- Provide efficient, flexible, and timely customer service
- Resolve community enquiries with a can-do attitude
- Support the effective management of the library collection
- Support other areas of Council with customer and administrative services
- Provide advice on concerns of the community to improve services

KEY DUTIES AND RESPONSIBILITIES

- Provide a professional, customer focused library service, which may include supervision of circulation activities during evening or weekend hours.
- Assist customers in the use of self-service technologies, computers, printers, tablets and mobile devices, including social media and eBooks.
- Assist with collection development and management including shelving, sorting, cleaning, mending and other tasks as directed to maintain order of library collections.
- Unpack, receipt and process new library resources to prepare them for borrowing.
- Assist in planning, preparing, and conducting library activities and programs including outreach activities.
- Respond appropriately to challenging or sensitive situations, demonstrating empathy and professionalism and applying de-escalation techniques in line with training and procedures.
- Other duties as required at the level of this role.

WHAT COUNCIL IS LOOKING FOR

- Ability to provide high-quality, friendly customer service in a public-facing environment.
- Demonstrated ability to engage with people of all ages and backgrounds with empathy, respect and a genuine desire to help and support the community. **Previous experience within a public library, and experience with library management systems desirable.**
- Practical working knowledge of Microsoft Office suite and demonstrated ability to learn new software through on-the-job training.
- An enthusiastic attitude towards new technology and processes, with the ability to quickly learn and a willingness to teach others and information share.

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- Willingness to undertake training and professional development.
 - Ability to work independently and exercise initiative in the application of established work procedures.
 - Hold a Current Ochre/Working with Children Card.

FURTHER INFORMATION

Prior to City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.