

<b>POSITION:</b>	<b>Customer Experience Officer</b>
<b>CLASSIFICATION:</b>	<b>Band 3</b>
<b>REVIEW DATE:</b>	<b>June 2018</b>

## Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey, Cardinia Shire and the State Government. We support a rapidly growing and diverse community of more than 400,000 people.

Our libraries are located at Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham. The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values

### Teamwork

We excel when we all contribute. We are loyal and dedicated to each other. We always do our fair share.

### Love of Learning

We love new things. We believe there is an opportunity to learn anywhere and everywhere.

### Fairness

We treat all people fairly. We do not let our personal feelings bias our decisions about others. We give everyone a chance.

### Creativity

Thinking new ways to do things is crucial to our success. We are never content doing things the conventional way if we believe a better way is available.

### Social Intelligence

We are aware of the motives and feelings of other people. We know what to do to fit into different situations and we know what to do to put others at ease.

### Humour

We like to laugh, bringing smiles to other people. We try to see the light side of all situations.

## Behaviours

Expected behaviours of a Customer Experience Officer include:

- Commitment of CCL values
- Great customer service
- Embracing new thinking
- Momentum not perfection
- Placing value on taking calculated risks
- Fail early, fail often
- A culture of collaboration and innovation
- Pay it forward
- Look after the neighbours
- Build confidence and resilience
- Share our stories

## Position Objectives

### Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

### Strategic

- Contribute to the innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture partnerships with other organisations including schools, community organisations and other local government services

## Key Responsibilities and Duties

### 1. Customer Service

- Provide excellent, friendly, approachable and efficient customer focused circulation service performing a range of library rostered operations such as: returns, loans, memberships, overdue queries, cash management, branch run
- Encourage and respond to customer needs in a self-service environment

### 2. Community Engagement

- Assist in the delivery of community programs
- Nurture partnerships with internal and external organisations
- Actively promote information literacy and library services/programs

### 3. Information Services

- Assist library patrons to find materials/information within SWIFT or via ILL
- Be familiar with CCL's collection and online resources and an awareness of Swift resources
- Contribute to CCL's online presences – photos, stories, suggestions and more

### 4. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Information technology troubleshooting skills
- Willingness to embrace emerging technologies
- Assist patrons to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Knowledge of current and popular social media and online publishing platforms

### 5. Collection

- Display, shelve and promote collection
- Identify damaged stock and set aside for attention of Branch Manager or member of the Collection Development Team

## Selection Criteria

- Year 12
- Ability to effectively and efficiently provide friendly customer service
- Good interpersonal and communication skills with the ability to communicate with all ages across all levels of community
- Information technology and problem solving skills in a range of information technology and software tools
- Demonstrated understanding of the role of public libraries in communities and a community focused approach to service delivery
- Demonstrated ability to contribute to building and maintaining the library team
- Public Library experience desirable
- Driver's licence

## Organisational Relationships

Reports to:	Branch Managers, Customer Experience Librarians, Customer Experience Library Officers
Internal liaisons:	Departmental Managers, Headquarters staff; branch staff
External liaisons:	Library patrons, members of the public; schools, community groups and training providers

## Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CCL guidelines and under general supervision
- Responsible for the quality and timely provision of customer service

## Judgment and Decision Making

- Act in accordance with established policies and procedures
- Guidance and advice is available from Branch Manager and/or Senior On Duty
- Decide on appropriate response to difficult patrons and emergency situations in accordance with established policies and procedures and report to Branch Manager and/or Senior Officer

## Specialist Skills and Knowledge

- Customer service skills
- Familiarity/awareness of the resources available in CCL collections
- Knowledge and ability to apply CCL policies and procedures
- Understanding of the function of the Officer position within its organizational context and goals of Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to source information across varied platforms
- Knowledge of library computer system with an emphasis on circulation and catalogue functions

## Managerial Skills

- Skills in managing time, planning and organising own work so as to achieve specific and set objectives efficiently
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

## Interpersonal Skills

- Good communication skills with all patrons and staff
- Ability to handle dissatisfied patrons in a friendly manner
- Approachability and awareness of patrons' needs
- Ability to have a flexible approach to work and changing priorities

## Qualifications and Experience

- Year 12
- Previous Customer Service experience
- Current Victorian Driver's license

## Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** – Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the full time 35 hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** – Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave** – A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** – Smoking is prohibited within all Corporation buildings and in Corporation vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
<b>Passive</b>			
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings		✓	
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓
Pushing book trolleys			✓
Lifting and moving of boxes and files on a regular basis			✓
<b>Agility</b>			
Bending and stretching, including knee bending			✓

*Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*

All staff are reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties

**Staff Member:**

**Signature:**

**Date:**

**Authorised:** Melissa Martin (Manager, Organisational Development)

**Date:** June 2018