

Employment Application Package Library Officer



Position Description

Library Officer

Directorate: Place, Community and Economic Development

Tenure: Casual

Level: EBA Level 3



Values

Shire of Murray staff are expected to embrace the following values, which underpin positive culture and guide strategic and operational decisions.

Our Values are REAL

Respect -

For our Community - Adopt and maintain a customer focus, serve the community with pride and passion, ensure decisions taken help businesses to thrive, protect our environment and improve quality of life.

For our Councillors - Take pride in serving councillors as the elected representatives of our community; ensure that a sound understanding of the community guides advice to Council.

For our Colleagues - Approach problems with a *we over me* mentality, collaborate and support each other to achieve organisational goals.

Excellence -

Be outcomes-focused and innovate, ensure continual learning and growth, build strong relationships, adopt a can-do attitude, be proactive, participatory and inclusive, listen to understand and empower, close the loop.

Accountable -

Care about your work, take pride in what you do, own your mistakes and let your learnings guide you to achieve better results and grow, be open and transparent.

Leadership -

Be a steward of our community, your team and the organisation, create a positive working environment, take initiative,

Position Objectives

- To provide a professional, efficient and friendly service to library patrons and community.
- To be an active member of the library team with a positive approach to change.

Key Duties/Responsibilities

Library Services

- Provide a professional, efficient, discreet, courteous and friendly service to library patrons and community, always maintaining a strong customer service focus.
 - Assist with planning and presenting events, programs and activities for children and adults, with assistance as required.
 - Deliver quality customer service at the circulation desk, including issues, returns, new memberships, shelving and receiving money.
 - Respond effectively to general enquiries.
 - Undertake administrative tasks in an accurate and timely manner, following procedures to support all the services provided by the library.
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Key Duties/Responsibilities

Library Services continued

- Ensure all records are maintained in compliance with policy, procedures and standards.
- Manage own work with limited supervision, liaising with other staff and referring issues to a supervisor when appropriate.
- Ability to utilise Library systems within the workplace, and adapt to system changes in a positive and proactive manner.
- Assist patrons in the use of library and information systems and services.
- Assist in the training of new staff as directed.
- Perform other duties as required and directed within the scope of the position.

Organisational

- Embrace and participate in change to better achieve the Shire's goals and objectives.
- Exercise discretion, initiative or seek judgement where practices and direction are not clearly defined.
- Maintain strict confidentiality.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Actively embrace and display Shire of Murray values.
- Identify, assess and report strategic, operational and project risks.
- Comply with Council's Code of Conduct ensuring probity and ethical behaviour in all dealings.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery where relevant to the scope of the position or department.
- Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Work Health & Safety, Equal Employment Opportunity legislation and Council's Policies and Procedures.

Work Health and Safety

- Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
 - Comply with the safety policies and procedures as prescribed by the Council and abide by relevant statutory safety requirements at all times.
 - Report all accidents, incidents and hazards.
 - Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
 - Eliminate and control hazards in the workplace using the hierarchy of controls.
 - Take reasonable care to ensure your safety at work, and that of others, by understanding and complying with safety and health instructions, policies and procedures, including the WHS Act 2020 and WHS Regulations 2022.
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Position competencies

Skills

- Sound interpersonal skills, with the ability to liaise with various agencies and work in a team environment.
- Sound internal and external customer service skills.
- Well-developed verbal and written communication skills.
- Sound time management and organisational skills.
- Positively engage with groups in a confident manner.
- Skilled in the use of IT equipment including mobile devices (e.g. tablets).
- Ability to use initiative and accept accountability for own actions.

Knowledge

- Knowledge of administrative and office procedures.
- Knowledge of Library procedures and practices (desirable).
- Familiar with social media platforms.
- Good working knowledge of Microsoft Office suite.

Qualifications and Experience

- Western Australian Certificate of Education (Year 12) or equivalent.
- Current Western Australian drivers licence.
- Current Working with Children Check.
- Demonstrated experience in customer service roles.
- Previous administration experience (desirable).
- Previous experience as a Library Officer (desirable).

Organisational Relationships

Reporting to: Coordinator Library Services

Supervision of: Nil

Member of: Library Services

Liaison with: Shire of Murray staff, Councillors, Ratepayers, Government departments, Library users, community groups, Library and Information Service providers.

Organisation Chart



Work Related Requirements

Essential

- Experience working within a Library and/or frontline customer service environment, demonstrating interpersonal and communication skills and positive engagement with customers.
- Experience performing administration tasks including sound knowledge and competency in the use of Microsoft Office suite.
- Applied understanding of mobile devices (including tablets and phones) and willingness to continually learn new technology.

Desirable

- Prior experience delivering adult/children's programmes to an audience, or similar example demonstrating capacity to undertake this task.
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Employment Conditions - Library Officer (Casual)

Salary:	An EBA Level 3 hourly rate of \$37.6849 per hour (inclusive of 20% casual loading) will be offered.	
Agreement:	Shire of Murray (Administration Staff) EBA 2023.	
Hours:	This is a casual position working as per roster requirements.	
Employment Medical:	Short-listed applicants may be requested to undertake a pre-employment medical, paid for by the Shire. Any offer of employment will be conditional upon the applicant being assessed as fit for the proposed employment.	
National Police Clearance:	Provision of a National Police Clearance not more than three months old will be required prior to commencement in this position.	
Supporting Documents:	Originals of supporting documents must be made available on request (e.g. National Police Clearance, Motor Vehicle Licence/s and Tertiary Qualifications where applicable).	
Superannuation:	As per the current Superannuation Guarantee.	
Long Service Leave:	13 weeks of long service leave after 10 years of continuous Local Government service, transferable between all Local Government Authorities in Western Australia.	
Eligibility Requirements:	All applicants must be eligible to work in Australia.	
Benefits:	<ul style="list-style-type: none">• Study assistance	<ul style="list-style-type: none">• Health and Wellbeing program• Service recognition program
Closing Date:	4pm Monday 25 September, 2023 In the interests of fairness and equity, late applications will not be accepted unless an agreement was made with Human Resources prior to the closing date.	

How to apply

These guidelines have been developed to assist you in preparing your application. Candidates who meet the criteria in the “Work Related Requirements” and who, from their applications appear competitive, will be interviewed. This decision will be based on information that you provide in your application which is relevant to the position.

Your application will include the following documentation:

Cover Letter:	Prepare a cover letter outlining your expression of interest and suitability for the role.
Resume and References:	An up-to-date resume listing your experience and qualifications. Please also include at least two work related references that may be contacted in support of your application.
Work Related Requirements:	<p>The best way to address the Work Related Requirements (page 4) is by including them on a separate page in addition to your cover letter and resume.</p> <p>You should list each criteria and then clearly explain under each one how you meet it. Describe your skills, knowledge and experience and explain how they could be used in the position you are applying for.</p> <p>You may wish to use the STAR method to assist in addressing each of the requirements appropriately - Situation, Task, Action, and Result.</p> <p>Situation - Where and when did you carry out the task or solve the problem, or handle the issue in the workplace?</p> <p>Task - What was the specific task, problem or issue you were faced with? Who was involved? What was the nature and complexity of the task? What were the consequences if the task or issue was not handled effectively?</p> <p>Action - What positive action did you take that displayed one or more of the core values? This is the section in which you need to be particularly concise, ensuring you describe all the actions you took that led to the success in a particular situation.</p> <p>Result - What was the result or achievement reached from the situation described?</p> <p>Remember that you may be competing with many other applicants for this position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully perform the duties of the position.</p>
Submitting your application:	Submit your application to careers@murray.wa.gov.au . If you are unable to access email, applications will be accepted via post addressed to - Chief Executive Officer, PO Box 21, Pinjarra WA 6208.
Contact:	If you require more information, please contact Human Resources on (08) 9531 7704.