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| <b>Position Title</b> | <b>Casual Customer Services Officer (CCSO)</b> |
| <b>Classification</b> | Band 3 Level A                                 |
| <b>Date</b>           | July 2019                                      |

**1. The Position**

Casual Customer Service Officers (CCSO) play a vital role in delivering the Corporation’s library services.

The Corporation will invest in both induction, and on-going, training to ensure its CCSOs can deliver excellent customer service in an environment that offers diverse services.

- a) Ensure that visitors to our branches receive a positive and rewarding customer service experience.
- b) Have a high level of knowledge of library products and services including circulation, collections (information) and community programs.
- c) Have an understanding of, and implement, personnel practices including those related to Equal Employment Opportunity and Occupational Health and Safety.

**2. Organisational Relationships**

The CCSO is a member of the Operations Team under the auspices of the Corporation Manager - Operations.

The position is accountable to: Branch Services Support Officer  
 While working in the Branches: Branch Manager, Team Leader or nominated Officer-in-Charge  
 Accountable for: Delivering excellent customer service

Other relationships include (but not limited to):

| Internal:  | External:   |
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| <ul style="list-style-type: none"> <li>• Chief Executive.</li> <li>• Corporate Managers</li> <li>• Branch Manager/Team leader</li> <li>• ERLC employees</li> </ul> | <ul style="list-style-type: none"> <li>• Knox, Maroondah and Yarra Ranges Councils, Councillors and staff</li> <li>• Local communities and groups (including businesses) of the three member Councils — both users and non-users of library services</li> <li>• Educational institutions and regional organizations</li> <li>• Professional organizations and groups</li> </ul> |

**3. Responsibilities and Duties**

Responsibilities & Duties

- a) Ensure that the visitors to our branches receive a positive customer service experience.

- b) Provide assistance and advice in locating and obtaining information, referring to specialist staff or alternative sources of information when required.
- c) Perform a range of general branch duties as rostered (included but not limited to):
  - o Management of library material returns and holds management.
  - o Courier deliveries.
  - o Shelving, tidying and shelf-reading library collections.
- d) Ensure staff / workroom/ customer service areas are neat and tidy and are conducive to a welcoming environment for both employees and most importantly our visitors.

#### Digital Literacy

- a) Provide technology trouble shooting e.g. photocopiers, scanning, Wi-Fi login /printing, Word/Excel file management, access different social media platforms.
- b) Assist customers to become self- sufficient in the use of catalogues, electronic services, information resources and government websites.
- c) Assist customers with installation of a range of library Apps on to their personal devices.

#### **4. Authority and Accountability**

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The position is accountable to the Branch Manager/Team Leader for support in the effective delivery of branch services. The work is performed within specific guidelines and under general supervision.

#### **5. Judgement and Problem Solving**

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The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes.

Guidance and advice is always available.

#### **6. Specialist Skills and Knowledge**

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The CCSO requires (or can be acquired during the probationary period).

- a) Demonstrable customer service skills.
- b) Knowledge of safe work practices.
- c) Demonstrable knowledge of, and ability to use, a variety of computer hardware and software.

#### **7. Management Skills**

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The CCSO requires:

- a) Some skill in managing own time and work to achieve their tasks and responsibilities. However, when priorities conflict or are unclear clarification and guidance should be sought from the Branch Manager/Team Leader.
- b) An understanding of the Corporation's personnel practices including EEO and OH&S.

#### **8. Interpersonal Skills**

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The CCSO will have:

- a) High level customer service skills with an ability to deal with difficult situations and to present a positive library image.

- b) Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

### **9. Selection Criteria - Qualifications and Experience**

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The following qualifications and experience are desirable (or the employee should be able to demonstrate that through the appropriate training they can be achieved within the probationary period):

- a) Customer service experience in a library and/or experience in a service industry that demonstrates the ability to interact with a diverse range of people
- b) Demonstrated customer focussed attributes, including the ability to respond promptly and courteously to customers in an environment that delivers a diverse range of services
- c) Ability to provide technology trouble shooting e.g. photocopiers, scanning, Wi-Fi login /printing, Word/Excel file management, access different social media platforms and government websites including the ability to install a range of library Apps onto customers' personal devices
- d) To have an availability of working hours either at short notice or for hours that have been scheduled in advance
- e) A current Working with Children Check, or will undergo such a check
- f) Ability to lift / load / courier crates – demonstrated knowledge of OHS issues relating to lifting and carrying