



Position Title	Casual Yarra Ranges Flexi Service Drivers - Seniors (FSDS)
Classification	Band 4 Level D
Date	July 2019

1. The Position

Casual Yarra Ranges Flexi Service Drivers (FSDS) provide library services to the community at designated sites including township locations, caravan parks, aged care facilities, festivals and events according to established schedules, policies and procedures

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

- a) Ensure that visitors to our Flexi Service 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 FSDS is a member of the Operations Team under the auspices of the Corporation Manager - Operations.

The position is accountable to: Branch Services Support Officer

Accountable for: Delivering excellent customer service

Other relationships include (but not limited to):

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

3. Responsibilities and Duties

Responsibilities & Duties

- a) Drive and operate the Flexi Vehicle in a safe manner as per the timetable of sites located within the Yarra Ranges
- b) Provide on-going customer service orientation to promote library services by actively encouraging an interest in reading and literacy – a positive approach to literacy throughout the Yarra Ranges Community
- c) Maintain a high level of customer focus by responding to customer needs, to stimulate community interest in reading, grow library membership and usage
- d) Provide one-on-one interaction with aged care and specialist facilities and facility managers in the Yarra Ranges Council Area
- e) When required, lead interactive reminiscence programs and story sessions that enhance residents well being
- f) Provide conversational time and social support
- g) Liaise with Branch Services Support Officer in relation to day-to-day running of the service delivery

Community Engagement

Promote awareness of and encourage use of the library through visits and other promotional programs.

Flexi Service Vehicle Operations

- a) Be responsible for the provision of safe working practices to ensure the safety of clients
- b) Be responsible for the safe operation of specialist equipment in the Flexi Vehicle
- c) Maintaining the cleanliness and order of the Flexi Vehicle

Digital Literacy

- a) Assist customers to become self- sufficient in the use of catalogues, electronic services, information resources and government websites.
- b) Assist customers with installation of a range of library Apps onto their personal devices.

4. Authority and Accountability

The FSDS will generally require limited supervision and will be responsible for managing their own work

The FSDS should seek guidance on unusual aspects of the work or when priorities or competing demands become unclear

The FSDS will comply with all OHS policies, procedures and requirements and take reasonable care to protect their own health and safety and that of others in the workplace

5. Judgement and Problem Solving

FSDS has the authority to make decisions on matters regarding the routine functions

Decisions of a non-routine or politically sensitive nature must be referred to the Branch Services Support Officer

6. Specialist Skills and Knowledge

The FSDS 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

The following management skills are required to be demonstrated and utilised:

The FSDS is responsible for organising and prioritising their own workload however when priorities conflict or are unclear they should seek clarification and guidance.

- Ability to work independently of supervision and display initiative.
- Ability to achieve key result areas and other agreed goals.

Understanding of the library service's personnel practices including EEO and OH&S

8. Interpersonal Skills

The FSDS 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. Qualifications and Experience

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) An ability to provide conversational time and social support
- b) Must have experience of working with all age groups or shows the capacity, to work in this environment
- c) driving
- d) Good knowledge of library services, products and collections, or the capacity, with training, to gain such knowledge in a short period of time
- e) Demonstrated knowledge of computer skills, including basic Windows, Microsoft Office, internet and email
- f) To have an availability of working hours either at short notice or for hours that have been scheduled in advance
- g) A current Working with Children Check, or will undergo such a check and must undergo a Police Check (if required by Aged Care Facility)
- h) Ability to lift / load / courier crates – demonstrated knowledge of OHS issues relating to lifting and carrying
- i) Must have a current Victorian Driver's License