



## ROLE PROSPECTUS

### Casual Customer Service Officer

*Authorised by:*  
*Joseph Cullen*  
*Chief Executive Officer*

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Dear Applicant

Thank you for taking the time to read this Prospectus for the role of Casual Customer Service Officer (CCSO) with **Your Library**. By becoming part of our team, you will play a vital role in reaching out to our communities.

As a CCSO you will provide first point of contact for customer service.

We empower our staff to lead and make decisions that improve library services for our communities.

We believe in an increasing returns model – the longer someone is with **Your Library**, the more productive they become over time. This is a long game, and we make sure that every employee is engaged with and part of our ongoing success.

As a CCSO having excellent customer skills goes without saying. You will undertake routine library tasks, keep the library looking attractive and inviting, and assist library staff as required.

You must:

- Love working with people, have high-level interpersonal skills and emotional intelligence and most importantly be flexible, able to work on short notice and have availability to work weekdays, evenings and weekends.
- Be prepared to muck in when your team needs you, from setting up tables and chairs for events, participating in festivals to returning and shelving library materials.

Apart from brilliant customer service skills, we expect you to have an affinity with technology. In addition, if you have experience working with children, or show the capacity and willingness to learn to work in this environment, this will be looked upon favourably.

### Technology Support Skills

- Books are here to stay but to access the world of information requires an affinity with technology – at any time of the day a library customer asks for help – we cannot pre-determine their questions, their devices or even their own capabilities. More often than not they have been told by a friend that the “lovely person at the library will help” – so be prepared. Trouble shooting skills essential.
- Ability to train and provide the impetus to learn is essential. Train the Trainer training is provided.
- Your role will be to support in-house technology training programs and STEAM events.

### Storytime Skills

- It is not as easy as it looks. You need experience with working with children, young people and families, or the capacity and willingness to learn to work in this environment.
- You need to be a confident and engaging storytime presenter. You must love singing and have a repertoire of rhymes or a willingness to learn.
- You must pass successfully the **Your Library** Storytime training program.
- Your role will be to support Storytime on the Yarra Ranges Outreach Flexi Service, branch leave replacement, holiday programs and general outreach festivals & events support.

If these roles sound like an exciting career challenge that aligns with your personal goals and expertise, we want to hear from you!

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## Some important advice

- Keep your video to three (3) minutes.
- Tell us about you in the video. What makes you passionate and determined? What excites you in a job? What excites you in life? Why do you think the position of CCSO would be a good fit for you?
- What are your speciality skills – Excellent Customer Service, Storytime or Technology Support – or all 3!

Feel free to phone Christine, our Corporate Manager Operations (9800 6402), or Chantell Harriss Manager Branch Services (9800 6414) to find out more about the job before you apply.

Regards

A handwritten signature in black ink that reads "Joseph" with a long, sweeping underline that extends to the right.

*Joseph Cullen CEO*

## Your application

If you decide to apply for this exciting role, please include in your email application:

1. Your Curriculum Vitae.
2. A separate document that addresses the key selection criteria listed below.
3. A three-minute video (or a link to the video) that demonstrates your strengths, personality and what you can bring to our organisation. What are your speciality skills? – Excellent Customer Service (describe), Storytime (read a book) or Technology Support (what is your go to piece of technology) – or all 3!

Applications that do not include all of these components may not be considered.

**Your Library** also reserves its right, using its sole discretion and assessment, not to interview an applicant based on their application.

Late applications will not be accepted.

**Applications close 5pm Sunday 13 February 2022.**

**Applications should be sent to:**

Email: [jobs@erl.vic.gov.au](mailto:jobs@erl.vic.gov.au)

Hard copy applications will not be considered.

## Key selection criteria

Please detail your experience (200 words limit per criteria):

1. How would you ensure that the community receives a positive customer service experience at our libraries?
2. What are your speciality skills – Excellent Customer Service, Storytime and/or Technology Support – or all 3!
3. Your availability – are you able to work on short notice and have availability to work weekdays, evenings and weekends.

## Timelines to appointment

Action	Date
<b>Closing time &amp; date</b>	5pm Sunday 13 February 2022
<b>Group assessment</b> Applicants may be formed into teams and asked to complete short projects that demonstrate their skills and teamwork	Week commencing 21 February 2022
<b>Interviews held</b> (if necessary)	Week commencing 28 February 2022

<b>Position Title</b>	<b>Casual Customer Services Officer (CCSO)</b>
<b>Hourly Rate</b>	<b>\$32.73</b> per hour with an additional <b>25% loading</b> on all ordinary hours worked The loading of 25% of the hourly ordinary time rate is paid as compensation instead of paid leave under <b>Your Library's</b> Enterprise Agreement and the National Employment Standards The Superannuation Guarantee Levy of 10% will be paid on the employee's behalf
<b>Date</b>	January 2022

## 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) Understand, 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: Manager Branch Services

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:
<ul style="list-style-type: none"> <li>• Chief Executive.</li> <li>• Corporate Managers</li> <li>• Branch Manager/Team leader</li> <li>• <b>Your Library</b> employees</li> </ul>	<ul style="list-style-type: none"> <li>• Knox, Maroondah and Yarra Ranges Councils, Councilor's 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>

## Corporate Management Team

**Joseph Cullen** Chief Executive Officer



**Sarah Hopkins** Corporate Manager Customer Experience



**Premal Niranjana** Corporate Manager Business & Technology



**Christine Smith** Corporate Manager Operations



## 3. Responsibilities and Duties

### Customer Service Officer

- a) Ensure that the visitors to our branches receive a positive customer service experience.
- b) Provide advice and assistance 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):
  - d) Management of library material returns and holds management.
  - e) Courier deliveries.
  - f) Shelving, tidying and shelf-reading library collections.
- g) 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.
- h) Provide technology trouble shooting e.g. photocopiers, scanning, Wi-Fi login /printing, Word/Excel file management, access different social media platforms.
- i) Assist customers to become self- sufficient in the use of catalogues, electronic services, information resources and government website.
- j) Assist customers with installation of a range of library Apps on to their personal devices.

### Storytimes, Programs and Events (if applicable)

Under the guidance and supervision of the Manager/Team Leader or Children's Officer/Librarian present storytime from available kits or pre-selected books or activity program packs.

- a) Present engaging storytime experiences – with animated reading ability, rhyme & singing/music presentation skills.

Through holiday programming, events and festivals etc. provide a range of programs that promote the value of libraries, reading and literacy for children including making and creating.

### Tech Support (if applicable)

Under the guidance and supervision of the Manager/Team Leader, Digital Literacy Officer or branch Tech Support Officer present or support STEAM programs/activities from available kits or activity program packs.

#### 4. Authority and Accountability

The position is accountable to the Manager Branch Services and 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

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

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.

##### Storytime Skills

- a) A flexible, creative and enthusiastic approach.
- b) Experience working with children and families.
- c) Experience in delivering storytime sessions.
- d) Knowledge of new forms of media and information technology which can be used to enhance program delivery.
- e) Event planning and program delivery skills including the delivery of storytimes which include singing, rhyme time sessions and simple craft activities or other literacy-based events.

##### Tech Support Skills

- a) Strong digital literacy and understanding of digital resources and how to make them available to staff and the community through programs and training.
- b) Knowledge of e products and technological trends.
- c) Supervision, training and learning principles (Train the Trainer or similar certification or experience).
- d) Ability to diagnose and troubleshoot problems related to personal computer hardware/ software.
- e) Ability to seek creative solutions to a wide range of issues and challenges.

#### 7. Management Skills

The CCSO requires:

- 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 Manager Branch Services or Branch Manager/Team Leader.
  - An understanding of the Corporation's personnel practices including EEO and OH&S.
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## 8. Interpersonal Skills

The CCSO will have:

- High level customer service skills with an ability to deal with difficult situations and to present a positive library image.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

## 9. Selection Criteria - 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) 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.

### Storytime (if applicable)

Experience in program planning and service delivery to children is desirable, namely:

- Storytime experience in a Public Library and/or similar community setting.
- Knowledge of new forms of media and technology which can be used to enhance storytime delivery.
- Ability to engage with children and to deliver storytimes to large groups.
- Must have animated reading ability, rhyme and presentation skills.

### Tech Support (if applicable)

- Certification in "Train the Trainer" programs or basic training skills is desirable.
  - Expertise in the technological area and its potential relevance in public libraries\Proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies.
  - Ability to provide IT support in a customer service environment.
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### General Employment Conditions

Conditions of employment for the Casual Customer Service Officer (CCSO) are generally as per the Eastern Regional Libraries (**Your Library**) Enterprise Agreement, Corporation policies, guidelines and procedures.

The CCSO must:

1. Perform the duties of the position [refer to the Position Description].
2. At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Officer.
3. Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
4. Devote the Officer's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
5. Promote the aims and objectives of the Corporation.

### Specific Employment Conditions

The CCSO is employed on the basis of these job specific conditions:

1. You must successfully complete your Induction Training Program to receive confirmation of employment.
  2. Your employment will be on a casual basis, as required – there is no guarantee of regular work.
  3. Each occasion that you work will be a separate contract of employment which ceases at the end of that engagement.
  4. The maximum number of hours in one pay fortnight is 70 hours.
  5. The duties of this role are in the attached Position Description. On each occasion that you work you will be required to perform these duties and any other duties the employer may assign to you, having regard to your skills, training and experience.
  6. You have eligibility to work hours as scheduled by Roster Support at any service point within the region.
  7. ERLC conducts annual reviews of the engagement of casual employees. Subject to there being any approved period of absence, if you have not been engaged for a period of greater than three months, you will be removed from the ERLC Payroll database.
  8. Attend identified paid training programs and/or staff meetings.
  9. Must hold a current Working with Children Check.
  10. Preferred – A valid Victorian Driver's license with own transport.
  11. Must be fully vaccinated against COVID-19, the disease caused by the virus SARS-CoV-2, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose.
  12. You will be required to show evidence of your vaccination or exemption before you commence employment with Your Library. All vaccinated employees must also undergo a booster vaccination where this is recommended or mandated by either the Federal or State Governments.
  13. All employees must also be vaccinated in accordance with any future directions from the Chief Health Officer under emergency powers arising from a declared state of emergency, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose.
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## Availability

1. It is an essential ERLC condition of employment that all Casual Employees have a reasonable availability for work during weekend, weekday, evening (especially Monday and Friday nights) and during School, Christmas and Easter holiday breaks.
2. Casual work will either be offered in advance or on daily short shift notice.

## Remuneration

1. Casual Customer Service Officers have a Classification Band 3A with eligibility for a Salary Schedule at "A" Level with Enterprise Agreement increments only.
2. Casual Loading (in lieu of entitlements) will be paid at 25% of hourly ordinary rates. Casual Loading does not apply to overtime rates.
3. You will be paid fortnightly to the bank account nominated by you.
4. ERLC will also make superannuation payments on your behalf in accordance with the Superannuation Guarantee (Administration) Act 1992.

## Conflict of Interest

The CCSO must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the CCSO must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

## 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. The physical requirements (amongst others) are listed below.

## Physical Requirements

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- Being able to:
  - See and hear in the normal range, with or without correction.
  - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

## Pre-existing Injury/Illness

ERLC needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job. The employee must notify ERLC in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

### **Minimum Employment Period**

You will be employed for a minimum period of six (6) months.

The minimum period of 6 months will finish before the beginning of the corresponding day of the sixth month following the date on which the employee's employment commenced.

Before the termination of the Minimum Employment Period you will receive written confirmation as to whether or not your employment will be continued beyond the Minimum Employment Period.

### **Example of the Minimum Employment Period**

An employee who commences employment on 26 February 2022, the Minimum Employment Period will end on 25 August 2022.

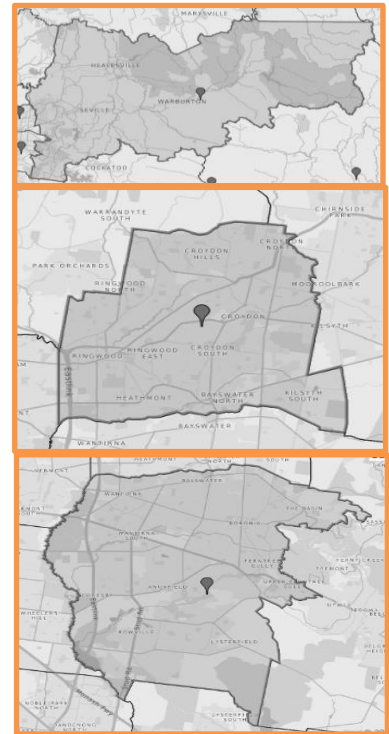
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## Your Library

Eastern Regional Libraries Corporation (operating as *Your Library*) provides library services to Knox City Council, Maroondah City Council and Yarra Ranges Council.

Together, the three municipalities cover a large geographic area in outer metropolitan Melbourne. They have a combined population of 440,136 and a diverse range of communities.

Municipality	Population	Area
Knox	162,116	114 km <sup>2</sup>
Maroondah	118,558	61 km <sup>2</sup>
Yarra Ranges	159,462	2,500 km <sup>2</sup>



The Eastern Regional Libraries Corporation was established in 1996 by the Member Councils in accordance with the *Local Government Act 1989*.

The Board governs the Eastern Regional Libraries Corporation in accordance with the relevant provisions of the Local Government Act, the Regional Library Agreement and other adopted policies and procedures.

The day-to-day management of Eastern Regional Libraries Corporation is the responsibility of the Chief Executive, supported by the Corporate Management Team.

## Your Library Board

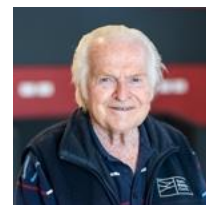
The Board is made up of two nominated Councillors from each of the Member Councils.



**Cr Yvonne Allred**  
Knox City Council



**Cr Tasa Damante**  
Maroondah City Council



**Cr Len Cox**  
Yarra Ranges Council



**Cr Marcia Timmers-Leitch**  
Knox City Council



**Cr Kylie Spears**  
Maroondah City Council



**Cr Fiona McAllister**  
Yarra Ranges Council

### *Our vision*

Literacy and access for all – no one left behind!

### *Our mission*

To provide something indispensable or enriching every day – **for free** – to everyone in the community.

### *Our partners*

*Your Library* achieves our vision, mission and key directions by working in partnership with our Member Councils, other levels of governments, businesses, educators, charities, neighbourhood houses, learning centres and other not-for-profit organisations to progress our shared interest in achieving a better future for our communities.

Collaborations and partnerships are important enablers. They are a means to an end, not an end in themselves.

### *Our values*

Our plans, decisions and actions are informed and guided by our values

**Fairness and equity:** We are committed to advancing fairness and equity for all

**Social responsibility:** We contribute to our community and demonstrate corporate and social responsibility

**Diversity and inclusion:** We respect and celebrate the diversity of our communities. Acceptance and inclusion are at the core of what we do

**Sustainability:** We build the four pillars of sustainability into everything we do

**Agility and innovation:** We are agile and responsive to changing community needs. We provide opportunities for people to be innovative through our services, spaces and collections

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## The role of libraries

Libraries are more than just books. They contribute to social cohesion and connections.

*Your Library* has a huge front door, both physically and virtually. We provide valuable services to the wide range of our community members, at all ages and stages of their life. From storytime for babies and their caregivers, to homework clubs for teenagers, job search services for adults and delivery services to older residents in aged care, we cater for everyone.

## Community wellbeing

While our local libraries maintain their traditional focus on literacy and learning, they also embrace their role as a crucial part of the social infrastructure for community wellbeing in a much more sophisticated and open way. We are part of an overall learning, literacy, entertainment and wellbeing landscape.

We support the health and wellbeing of our community through our collections, programs, information services, places and spaces, and partnerships. Our local libraries are safe spaces that provide community connections, access to resources and expertise in information provision.

We focus on physical, mental and social health. We challenge social isolation and support physical and mental health through opportunities for learning, connecting and participating. We contribute to improved individual and community health and wellbeing outcomes through supporting and complementing initiatives by our partners.

## Economic benefits

The economic value of libraries is made up of both direct and indirect benefits to the community. Libraries provide direct benefits to marginalised and disadvantaged groups by providing them with access to government websites, advice and help. Indirect benefits include improved literacy skills, digital skills and improved career development outcomes.

Libraries are also essential for providing access to internet and online services. Research has shown that the free Wi-Fi provided by libraries leads to tangible developments in job opportunities, which are felt by the wider community through business development and increased cash generation.

Additional research shows that Victorian libraries contribute an estimated \$328 million per year in economic activity, and generate \$4.30 in benefits for every \$1 invested.

## Agility and innovation

As the world evolves and transitions into the digitalisation of information, so too do libraries. As the shutdowns associated with COVID-19 demonstrated, the value of a free and equal public institute that fosters healthy communities, creativity and support networks is more important now than ever.

During the pandemic, in a matter of weeks, we went from members collecting their items and attending events in branches to providing online orders, postal and courier delivery services, and online storytimes and other events.

*Your Library* continues to be agile and innovative to ensure we can adapt to our fast-changing world.

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