



Position Details

Position title:	Customer Support Officer
Award Classification:	Band 4
Department:	Community Services
Division:	Community Wellbeing and Inclusion
Date Approved:	July 2024
Approved By:	Manager Community Services

Organisational Relationships:

Reports To:	Head of Libraries
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- To provide a high level of customer support to users of library resources according to agreed service principles and informed by the Council Plan
- To help library users increase their use and awareness of the Library's resources and spaces through delivery of positive and engaging frontline service
- To support the delivery of library programs to the community
- To work flexibility across 5 library branches, on weekend and evening shifts as required to deliver service to our community.

Key Responsibilities and Duties

- Actively contribute, as a library team member, to the effective delivery of programs, circulation services, customer support and resource maintenance



- Resolve service user concerns and queries in a friendly, courteous, and well-informed manner
- Work flexibly across different locations or in project-based teams, on evenings and weekends on a rotating roster
- Ensure a safe and welcoming environment is maintained to maximise access to resources, for users from diverse backgrounds
- Seek support from Team Leaders as/when required to help achieve the best outcomes for service users
- Deliver a range of other Council services with a similar customer service focus where adequate training and support is provided
- Initiate customer interaction to maximise access to and use of library and Council resources and information
- Use systems and resources to enable customers to access library materials and resources appropriate to their needs
- Participate in user-education programs, projects and tasks to maximise the potential value of our resources for library users
- Participate in ongoing skills-development in a suite of programs and applications to confidently provide technical support to users
- Contribute to Council and library service goals and objectives through activities such as IT support, public programs support, Reference and Reader's Advisory services
- Contribute to maintaining an accurate circulation database through various duties including issues, returns, status changes, and standard report production
- Undertake library branch desk shifts, including a weekly evening and weekends as rostered

Accountability and Extent of Authority

- Exercise discretion in providing a high level of customer support according to agreed service principles, standard practices and procedures
- Responsible for the delivery of positive and engaging frontline service

Judgement and Decision Making

- The performance of duties is undertaken by following well-understood procedures and working within clearly defined policy parameters
- Scope is available to exercise discretion in the application of established standards and procedures
- Responsible for complying with Privacy Legislation, OHS Legislation and Copyright Legislation



Specialist Skills and Knowledge

- Understanding of the local government organisational and community context and relevant protocols
- Knowledge of basic reference interview techniques to establish and respond to user needs
- Demonstrated interest in a range of subjects and fields of endeavour to assist users with queries

Management Skills

- Ability to co-ordinate, prioritise and effectively manage several tasks, and to respond to changing priorities in a calm and measured fashion
- Ability to support others in the execution of established procedures and practices
- Demonstrated initiative to achieve agreed team objectives
- Ability to manage time and plan and organise one's own work

Interpersonal Skills

- Ability to work constructively and positively as a member of a team
- Capability to gain co-operation and assistance from users and colleagues with courtesy
- Capacity to deal effectively and respectfully with challenging people and situations
- Good problem solving and negotiation skills to enable effective resolution of service user requests and complaints
- Well-developed written and oral communication skills, with accurate spelling, grammar, punctuation, and meaning

Qualifications and Experience

- Experience in a high-quality and fast-paced customer service role, in an environment that focuses on meeting community needs and expectations
- Experience in accessing information resources to find the most relevant and authoritative

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act



2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Demonstrated commitment to Council values: Working together, Creative and strategic thinking, Personal growth and performance, Courage and integrity, Accountability, and Community First
- Demonstrated experience in the delivery of excellent customer service in a fast-paced environment with customers from diverse backgrounds preferably in a library setting
- Proven ability in having a flexible and adaptive approach to service delivery and to be able to work evening and weekend rosters to ensure our libraries respond to community needs and meet service commitments.
- Proven ability to work collaboratively as a member of a high-performing team with a commitment to solve challenges together and be accountable to each other.
- Demonstrated ability to manage challenging people in a calm, respectful, and rational manner.



- Knowledge and experience in software applications such as Microsoft Office and Officer 365.
- Commitment to and participation in ongoing learning and development.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.