

CITY OF BELMONT

CAREER OPPORTUNITIES

Library and Museum Assistant – Customer Experience

Temporary 12 months

Part Time – Minimum 45 hours per fortnight

\$55,993 - \$67,845 pa pro rata

With our new Library and Museum Hub soon to open, the City of Belmont is seeking a suitably experienced and passionate Library and Museum Assistant – Customer Experience, to assist in planning, developing and delivering exciting activities and programmes for our diverse community.

Working Saturday and Sundays plus various shifts throughout the week, the ideal candidate for this temporary position will have exceptional customer service skills and relevant experience working within a library or similar environment.

Key responsibilities of this position include:

- Assist with the planning, development and delivery of Library and Museum early childhood literacy programmes, youth and adult activities and educational programmes including outreach programmes and incursions as required.
- Ensure a high standard of frontline customer service is delivered to Library and Museum customers, and attend promptly to public enquiries relating to services and facilities offered in the Belmont Hub.
- Carry out circulation duties, including user registrations, loans, returns and shelving of library and museum materials.

If you are a passionate team player who thrives on delivering engaging and innovative programs and activities to all members of the community and you meet the requirements of the attached Job Description, we would like to hear from you.

Applications close Monday, 20 July 2020.

Creating opportunities



CITY OF BELMONT
JOB DESCRIPTION

Position Number: 428

Last Reviewed: Jun 20

1.0 POSITION DETAILS

Position Title : Library & Museum Assistant – Customer Experience
(Temporary 12 months)

Present Incumbent : Vacant

Classification : Level 2/3
City of Belmont Certified Agreement (2004)

Division : Development & Communities

Department : Community Placemaking

Section : Library & Museum Services

Location : Ruth Faulkner Library
213 Wright Street, Cloverdale

Employment Status : Part Time – Temporary – twelve (12) months
Minimum forty five (45) hours per fortnight

Hours of Employment : Between 8:00am and 7.30pm Monday to Friday, 9:30am
and 3.30pm on Saturdays and 12:30pm and 4.30pm on
Sundays as negotiated with an expectation of being
available to work reasonable additional hours as required
up to a full time equivalent. **NB Rosters currently under
review.**

2.0 POSITION RELATIONSHIPS

Responsible to : Specialist – Library & Museum Hub – Customer Experience
or in their absence, Specialist – Library & Museum Hub –
Customer Engagement or the Coordinator Library & Museum
Hub.

Responsible for : Nil

3.0 POSITION OBJECTIVES

To assist with the planning, support and delivery of a broad range of library and museum related educational activities and programs.



4.0 PRINCIPAL DUTIES AND RESPONSIBILITIES

- 4.1 As directed by the Specialist – Library and Museum Hub – Customer Experience, assist with the planning, development and delivery of Library and Museum early childhood literacy programmes, youth and adult activities and educational programmes including outreach programmes and incursions as required.
- 4.2 Ensure a high standard of frontline customer service is delivered ensuring presentation of library materials, retail stock, shelf order and the Library and Museum’s general appearance is consistently maintained to a high standard as required.
- 4.3 Attend promptly to public enquiries relating to services and facilities offered in the Belmont Hub and assist in resolving matters raised or refer to the appropriate Library and Museum Officer, Specialist or City officer as applicable.
- 4.4 Carry out circulation duties, including user registrations, loans, returns and shelving of library and museum materials and undertake research for users of the library and museum service as required.
- 4.5 Check on the condition of all stock on an ongoing basis and report on identified issues as necessary.
- 4.6 Accurately process payments received including fines, fees and sales ensuring all payments are recorded accurately in the relevant financial system and against the user memberships if applicable.
- 4.7 Undertake basic technology troubleshooting to assist Library and Museum users and program facilitators referring more complex issues to the appropriate Officer or Specialist if required.
- 4.8 Assist with opening, closing and securing the Library and Museum, as required.
- 4.9 Assist the Specialists with basic research and administrative tasks as required.
- 4.10 In consultation with the Specialists, assist where required in the on the job training of new staff, volunteers and work experience students.
- 4.11 Attend meetings and undertake relevant training as required, in order to competently perform the duties of the position.
- 4.12 Provide assistance and back up to the Library and Museum team as required, to meet operational objectives.
- 4.13 Comply with Council’s Equal Opportunity, Discrimination, Harassment and Bullying Policies at all times.
- 4.14 Follow and comply with all Occupational Safety and Health and Environment policies and procedures to ensure personal safety and the safety of others is maintained at all times, including the reporting of unsafe practices or hazards to supervisors or OSH Representatives, whilst protecting the environment and ensuring prevention of pollution.



- 4.15 Actively seek and report on methods of improving systems of work, policies and practices, to ensure the continuous improvement of the City's Business Management System.
- 4.16 Exercise appropriate authority whilst acting in the best interests of the City, its Customers and the Community, meeting legislative and operational requirements.
- 4.17 Undertake other duties, within the scope and level of this position, as directed by the Specialist – Library & Museum Hub - Customer Experience.

5.0 POSITION REQUIREMENTS

Essential

- 5.1 Excellent interpersonal, conflict resolution and negotiation skills with the ability to communicate with a wide range of people and groups, in particular young adults, to ensure delivery of a high level of customer service.
- 5.2 Previous relevant experience working within a library or similar customer service environment.
- 5.3 Sound research and written communication skills.
- 5.4 Proven organisational and administrative skills preferably within a Library environment.
- 5.5 Good data entry and numeracy skills, with the ability to apply attention to detail and complete tasks with a high level of accuracy.
- 5.6 Ability to exercise initiative and good judgement when required.
- 5.7 Ability to work effectively both as a member of a team and autonomously, under minimal supervision, as required.
- 5.8 A good understanding of Occupational Safety and Health requirements, as they relate to this position.
- 5.9 Ability to utilise personal computer applications, in particular the Microsoft Office suite of products (i.e. Word, Excel, Outlook), including the ability to use a computerised Library Management System and Point of Sale (POS) systems.
- 5.10 Possession of or ability to acquire, a current motor vehicle driver's licence.
- 5.11 Possession of, or the ability to acquire, a satisfactory National Police Clearance Certificate (dated within the last twelve months) as well as a satisfactory Working with Children Clearance.

Desirable

- 5.12 Possession of, or progress towards, a qualification in Library, youth or social work associated studies.



5.13 Previous experience in delivering educational programmes and activities.

6.0 CONDITIONS OF EMPLOYMENT

6.1 General conditions of employment are in accordance with the City of Belmont Certified Agreement (2004).

6.2 This position is being offered on a temporary basis for twelve (12) months with no guarantee that this position will continue beyond this period.

6.3 Hours of work will be as negotiated between 8:00am and 7.30pm Monday to Friday, 9:30am and 3.30pm on Saturdays and 12:30pm and 4.30pm on Sundays, working a minimum of forty five (45) hours as negotiated. There is an expectation of being available to work reasonable additional hours as required up to full time equivalent, in order to meet the operational requirements of the position and provide leave relief. Specific hours worked will be paid for in accordance with the Award and City Policy and as such, Accrued Days Off do not apply to this position.

NB Rosters currently under review as we transition to a new building and environment therefore hours listed above are subject to change.

6.4 It is a requirement of this position that the corporate uniform is worn in its entirety at all times whilst on duty and a uniform will be provided upon the successful completion of a probationary period, in accordance with City Policy.

6.5 The City of Belmont is an equal opportunity employer and enjoys a smoke free working environment. In accordance with City Policy, smoking breaks are not permitted outside the normal daily breaks.

