



Position Description

POSITION	Administration Officer – Library Operations
SECTION	Library Services
DEPARTMENT	City Living
ESTABLISHMENT NO.	BCC1159, BCC1161 – 17.5 hours
POSITION TYPE	Permanent full-time, part-time
REPORTS TO	Operations Coordinator
DIRECT REPORTS	No
POSITION GRADE	Band 1 Level 3 Salary System Grade 4
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	July 2019

POSITION PURPOSE:

- Provide administrative support within the Library Service
- Provide customer service support for the Max Webber Library Function Centre
- Assist with maintenance of the Library's digital presence
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Minimum Higher School Certificate qualifications
- Relevant computer skills, including but not limited to MS Office
- Experience in cash handling and banking
- Relevant experience in accordance with requirements outlined in the position description
- Demonstrated strong commitment to customer service
- Excellent communication skills, both oral and written
- Demonstrated ability to work within a team environment and independently

- Well-developed problem solving skills
- Demonstrated understanding of EEO and WHS principles with the demonstrated ability to work effectively with diverse client groups.

Desirable:

- Current class C driver's licence
- Public library experience
- Experience using TechnologyOne or similar software
- Experience with web publishing
- Demonstrated ability to manage and maintain social media accounts.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Accurately input information into library and Council systems
- Support library staff in adhering to Council's procurement guidelines through processing of purchase orders, invoices, accounts, expenditure authorities and requisitions
- Respond to customer enquiries regarding the Max Webber Library Function Centre
- Liaise with library and Council staff for building maintenance issues
- Support the Library Promotions Coordinator in maintaining the Library's social media and digital communications accounts
- Operate equipment in accordance with work instructions and other relevant directions.

Work Health and Safety (WHS):

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001

- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL)* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately
- WHS001 – Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Provide customer service for customers of the Max Webber Function Centre (MWFC), including:
 - taking enquiries from potential hirers
 - updating booking system or assisting customers to make bookings
 - liaising with other staff about booking requirements.
- Cash receipting procedures including:
 - reconciliation of monies receipted through the Library Management System

- collection and reconciliation of monies received through cash machines
- preparation of banking.
- Collect and deliver documents to and from Council
- Process orders and invoices into appropriate online systems
- Liaise with senior library staff regarding building maintenance issues and input work requests as required
- Publish website content, as directed
- Produce and upload content for the Library's social media accounts in accordance with Council's Media Policy
- Monitor, refer or respond to activity on the Library's social media accounts
- Perform various duties related to the operation of library buildings and equipment, including access procedures for contractors and procedures for emergency evacuation
- Carry out appropriate duties related to effective operation of library buildings and equipment
- Undertake any other library administrative duties as required.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
