

Melton City Council

Customer Service and Outreach Officer

Position Description

PD: 00049

A thriving community
where everyone belongs



1. Position details

Position Title	Customer Service and Outreach Officer
Directorate	Community Services
Service Unit/ Department	Libraries and Arts
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Library Hub and Customer Service
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• Library staff• Council staff
External liaisons	<ul style="list-style-type: none">• General Public, Library Users, Community and Cultural Group• Local Service Providers• Community network special interest groups

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.



4. Position objectives

- Ensure customers have a positive experience in our Library and Learning Hubs by delivering high quality customer service.
- Support the delivery of outreach services and engagement initiatives to increase awareness of and connect emerging and diverse communities with library services

5. Key responsibility areas

- Deliver high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement, providing direction to library officers as required.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.
- Support the daily operational delivery and administration of the library access points and external engagement activities such as, Council events and festivals, and pop up services at community and cultural events.
- Support the Engagement & Outreach Librarian to develop, plan, deliver and evaluate library outreach and engagement programs across the municipality to ensure a comprehensive calendar of activities and events, liaising and partnering with other Council staff and service units.
- Identify and participate in working groups and network committees that support the positive engagement of emerging and diverse communities within the municipality and ensure proactive library representation.
- Utilise community development principles and an inclusive intercultural approach to develop and deliver programs and initiatives that promote the library service, engage the community and activate Council spaces and public places, with a focus on diverse and emerging communities.
- Support the development, delivery and evaluation of partnerships with external providers, community groups, cultural groups, Council staff and volunteers, to improve awareness of and engagement with library services.
- Provide input into the development and maintenance of library collections in relation to area of responsibility.

6. Accountability and extent of authority

- Under the guidance of the Team Leader, support the development, planning, delivery and evaluation of outreach and engagement services across the municipality.
- Develop and enhance partnerships with local service providers and community organisations in relation to area of responsibility.
- Ensure Library Access Points are maintained to a high standard, including equipment checks, inventory management and regular inspections.
- Ensure regular and timely Library Access Point visits and administration as scheduled.
- Resolve customer service issues and contributing to smooth operation of the library facility, and library access points when rostered.
- Responsible for library facility opening and closing procedures as rostered.



- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards and policies.

7. Judgement and decision making

- Under general direction follow established work task processes and routines.
- Think creatively to problem solve issues regarding the day to day customer service operations of the library, following clearly defined procedures and policy.
- Guidance and advice for decision making on complex customer service issues is always available from senior staff.
- Troubleshoot minor technical issues with Library Access Point equipment, audio visual equipment, PCs, photocopiers and mobile devices, referring to specialist staff as required.
- Under general direction follow established work task processes and routines.
- Assist and train library officers, volunteers and work experience students in accordance with policies and procedures.

8. Specialist skills and knowledge

- Sound ability in the use of Library Management Systems and Microsoft Office applications including Word, Excel and PowerPoint.
- Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access, A/V equipment and mobile devices.
- Sound knowledge of and ability to plan, develop and deliver programs.
- Understanding of community development principles, and intercultural approaches and the ability to apply these in relation to area of responsibility
- Excellent understanding of the role and purpose of public libraries and lifelong learning in a community context.
- Engage in community/communicate in another language is an advantage.

9. Management skills

- Demonstrated ability to plan, organise and prioritise routine functions along with specific daily and weekly tasks.
- Work with minimal supervision and to seek assistance from others when required
- Direct Library Customer Service Officers when rostered on shifts
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.

10. Interpersonal skills

- Excellent verbal communication skills, including the ability to gain cooperation and assistance from other employees and the public.
- Excellent customer service skills with the ability to confidently and actively engage with customers.



- Work well as part of a team, and interact positively with employees and members of the public, especially in resolving issues and providing service.
- Develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
- Good facilitation skills with the ability to deliver learning programs.

11. Qualifications and experience

- A tertiary qualification in either professional membership (library technician) of the Australian Library and Information Association or in Community Development or Social Services together with public library experience.
- Experience working in public libraries or a community focussed organisation, combined with relevant experience or knowledge of delivering outreach services
- Current Victorian driver's licence.
- Current Working with Children's check.

12. Key Selection Criteria

1. A tertiary qualification in either professional membership (library technician) of the Australian Library and Information Association or in Community Development or Social Services together with public library experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Understanding of community development principles and the application of intercultural approaches
4. Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues
5. Demonstrated ability to work well as part of a team in an environment of innovation and continuous improvement.
6. Excellent verbal and written communication skills together with the ability to develop rapport and engage with a broad range of stakeholders from diverse backgrounds, including, education providers, learning organisations and the community.
7. Current Victorian driver's licence and working with children's check.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

 Manager Libraries and Arts

Approved by Position Title

 Date Approved

 Incumbent's name

 Signature

 Date

