



Bouliā Shire Council POSITION DESCRIPTION

<p>POSITION TITLE: Library Client Services Officer</p> <p>DIRECTORATE: Community Services</p> <p>DEPARTMENT: Community Services</p> <p>POSITION NO: n/a</p>	<p>LEVEL CLASSIFICATION: Level 2</p> <p>AWARD and STREAM: Queensland Local Government Industry Award (Stream A) State 2017</p> <p>REPORTS TO: Community Services Manager</p> <p>LAST REVIEW DATE: 19/1/2023</p>
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As an organisation, we value

Professionalism: We will display accountability, openness, transparency and integrity.

Continuous improvement: All aspects of the organisation’s operations are encouraged through a progressive and creative approach.

Excellence: The manner in which we approach all aspects of the business for Isaac region, the highest possible outcome will be achieved.

Procedural consistency: There is a consistent approach to the way in which Council conducts its business across the region.

Customer focus: We identify and meet the needs of all customers in a responsive and equitable manner.

Team work and coordination: We work together to achieve a common goal

Safety and well-being: We are all committed to working safely and caring for each other’s well-being.

DEPARTMENT SUMMARY

The Library is a valuable part of Bouliā Shires service available to the public – free of charge. It encompasses not only the standard library services but provides educational support through various programs run through the year for the younger members of the community. This position acts within statutory regulations and established procedures, with license to exercise initiative and judgement and acts within the guidelines of the Community Services Manager

You will be dealing with in your daily activities:

- State Library and other regional libraries
- Shire residents, visitors and customers
- Community Organisations

POSITION SUMMARY

The Client Services Officer will provide effective delivery of Library client services to internal and external clients in an environment conducive to clients of all ages.

This is an ever-changing and evolving client experience eg digital resources such as Borrow Box, State Library Resources and Learning Platforms with the Queensland State Library's support with these services and others such as the Queensland State Library Book Exchange.

The incumbent is responsible for the assisting clients with the computer based and emerging technologies such as the free Wi-Fi facilities, email and printing services.

Engaging in and actively marketing Boulia Shire Council's Library programs, client services and Council community activities including but not limited to cultural and historical events eg NAIDOC, ANZAC and Remembrance Days.

Design and facilitation of specific Library displays depicting themes eg Queensland Day, Sporting Events, Education Week etc.

DUTIES AND RESPONSIBILITIES: CORPORATE RESPONSIBILITIES

CODE OF CONDUCT

1. Compliance with Council's Code of Conduct, Management Directives and policies and procedures, ensuring that behaviour and conduct;
 - a) is in line with the expectations of Council as specified in the Code of Conduct, and
 - b) decisions are made based on the principles of sound ethics and judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a) Integrity and Impartiality
 - b) Promoting the Public Good
 - c) Commitment to the system of government
 - d) Accountability and transparency

CONFLICT OF INTEREST

- a) Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the Chief Executive Officer.
- b) Boulia Shire Council and the employee are in, or are entering into, an employment relationship whereby the employee may gain access to confidential information and other valuable and protectable information of the Boulia Shire Council.
- c) The Employee agrees to deal with Confidential Information in accordance with the Terms of the Boulia Shire Council's Employee Deed of Confidentiality.

CONFIDENTIALITY AGREEMENT

- a) Staff should make themselves aware of the basic provisions of the various Acts, regulations, local laws, policies, delegations and protocols that relate to Council, as applicable to their position.
- b) Staff will refrain from engaging in behaviour that is improper, disgraceful or unbecoming, or shows unfitness to continue as an employee.
- c) Staff must give their undivided attention to their work during working hours, not engage in activities which make them unavailable when needed, and not engage in activities which are in any way in conflict with Council interests.

- d) Staff must recognise that their employment relationship is one of confidence and trust, and not disclose confidential and private information gained in the course of their work.

PUBLIC SECTOR ETHICS

Council is required to prepare a Code of Conduct for their organisation under the provision of the Public Sector Ethics Act 1994.

The code is based on five ethical principles:

- Respect for the law and the system of government
- Integrity
- Respect for others
- Economy and efficiency
- Diligence

Staff members are asked to become familiar with the basic principles outlined in the Boulia Shire Council's Code of Conduct, and what type of behaviour will be tolerated within the work environment.

In the Council being a public sector organisation, employees are expected to work in accordance with the Public Sector Ethics ie the principles and standards of conduct expected of staff members during their day to day employment.

GENERAL INFORMATION: POSITION DETAILS

This position is located at the Boulia Shire Council's Library, Burke Street, Boulia.

The primary function of this position will be to provide Library Services and support to the Community Services manager, and when required, other Senior Staff from various work areas within Boulia Shire Council.

General features of this position require the application of knowledge and skills, which are gained through training and experience.

The nature of the work will require the position holder to demonstrate professionalism and ethical conduct at all times.

Although due care has been taken to consider all aspects of the Client Service Officers role, Council acknowledges that situations, circumstances or issues may arise outside the scope of the Position Description.

In any instance where details are not adequately defined or addressed within the Position Description, the Officer will consult with the Community Services Manager to achieve an official determination.

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES

- Undertake routine Library duties and provide Library services and activities for the community
- Assist with the promotion and arrangement of community events
- provide operational support for Community Services Manager
- Prepare public notices for authorisation and distribution;
- Maintain filing system, manual and electronic;
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by the Community Services Manager and the Chief Executive Officer.

- Provide friendly and professional service to all customers and visitors to the Library

- Undertake administrative and receptionist duties eg, face to face, electronic (email) and telephone customer service
- Undertake routine Library duties involving shelving, issues and returns. This includes the despatch of resource loan requests to other libraries and the Queensland Library's book exchange.
- Prepare Library displays and promotional activities to encourage participation in Library activities and potentially, increase overall membership to the Library.
- Collect and collate statistics into monthly reports for Council, and in compliance with Queensland State Library requirements
- Tasks allocated to this position shall be performed to an acceptable standard, and in accordance with procedural guidelines
- Duties will be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures, local laws, and the Code of Conduct
- Allocated tasks and reporting requirements will be consistently completed within the agreed time frames
- The position holder will demonstrate a spirit of cooperation towards other employees and a commitment to the achievement of Council's aims and objectives

KEY COMPETENCIES

- Excellent communication including proficiency in both verbal and written formats
- Sound time management skills, and ability to prioritise and organise workload to meet timelines
- Sound computer skills including demonstrated experience with MS Office suite and electronic records management systems
- Confidentiality, tact and discretion when dealing with the public
- Ability to work autonomously and as part of a multi-disciplinary team in a changing environment;
- A strong commitment to customer and community service

SELECTION CRITERIA

- Knowledge of, or the ability to rapidly acquire knowledge of Library classification and software
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- Demonstrated ability to perform Specific Accountabilities/Performance Objectives
- Demonstrated skills, knowledge and experience as outlined within the Position Description
- Physical and psychological ability to perform duties in accordance with Workplace Health and Safety Obligations

EXPERIENCE / QUALIFICATIONS / LICENCES

- a) Knowledge of, or the ability to rapidly acquire knowledge of Library classification and software
- b) Previous Administrative and/or Training Industry experience/s or discipline knowledge gained through experience, training or education.
- c) Basic literacy and numeracy skills are applied for maintaining records (e.g. library procedures, and other relevant documentation).
- d) In choosing the right person for this role we will consider what you have done previously – the knowledge, skills and experience you've built, and potential for development, and your personal qualities.
- e) Open "C" Class Driver's Licence.
- f) The ability to secure a blue card which may be applicable for some aspects of this position
- g) Cert III in Tourism and Information Services is an advantage.

PROFESSIONAL DEVELOPMENT - TRAINING

- a) Undertake continuous refresher training to maintain/enhance and/or develop qualifications, skills and knowledge applicable to the role.
- b) The position holder may be encouraged to attend workshops and seminars relevant to the position e.g. Librarian.
- c) Completion of training in Workplace Health & Safety - Manual Handling is a requirement of this position

WORK HEALTH AND SAFETY OBLIGATIONS

- a) Being aware of and implementing actions within the WH&S Management Plan held in Boulia Shire Council's WH&S Management System,
- b) Performing all work and associated functions in a safe manner.
- c) Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers.
- d) Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation (if required).
- e) Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WH&S procedures.
- f) Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Boulia Shire Council's property generally.
- g) Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- h) Attending any toolbox, team talks or specific training supplied by the Boulia Shire Council.
- i) Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- j) Working in a manner that will not endanger themselves, other employees or the public.
- k) Report any concerns for WH&S to your Supervisor.

EQUIPMENT OPERATED

- a) Computer
- b) Telephone
- c) Photocopier (Document Centre)
- d) Fax
- e) Motor Vehicle (on occasions)

PHYSICAL DEMAND CATEGORY

SEDENTARY WORK	<i>Refer: Code of Practice 2011</i>
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs. Medium
Work	Frequent lifting / carrying of objects weighing up to 10kgs.
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs

SPECIFIC ACTIONS REQUIRED					
<i>This job may include:</i>					
Standing/Walking		Sitting		Driving	
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional
<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hr
<input type="checkbox"/>	4 - 6 Hrs	<input checked="" type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs
<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs

REPETITIVE MOTIONS	
Simple Grasping	<input checked="" type="checkbox"/>
Fine Manipulation	<input checked="" type="checkbox"/>
Pushing / Pulling	<input type="checkbox"/>
Finger Dexterity	<input checked="" type="checkbox"/>
Foot Movement	<input type="checkbox"/>

THIS JOB WILL REQUIRE:			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT		
<i>Attribute</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chemicals	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Cold	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Dampness	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Fumes / Gases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heat / Humidity	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heights	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Noises	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

AUDIO-VISUAL DEMANDS	
Depth Perception	<input checked="" type="checkbox"/>
Colour Discrimination	<input checked="" type="checkbox"/>
Peripheral Vision	<input checked="" type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>

PLANT OPERATION
maximum seat rating of 120kgs

GENERAL OBLIGATIONS

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions; and to update these to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with supervisors and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document, it is understood that employment is with Bouliia Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.
6. Promote the Shire in a positive manner at all times when dealing with external contacts.
7. Promote and encourage continuous improvement strategies for the delivery of accurate and timely Council governance documentation.
8. Demonstrated commitment to work outside of normal business hours on those occasions required by the Director of Works and Operations.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Prepared by: Human Resources / Payroll Officer - CEO

Reviewed by: Community Services manager

Approved by: Chief Executive Officer

Signature:



Date: 19/1/2023

DEVELOPMENT/ REVIEW DATE	VERSION	PREPARED BY	REVIEWING OFFICER	DATE	APPROVING OFFICER	DATE
10.09.2018	Draft 1.0	HR	CEO	10.09.2018
19/1/2023	Final 2.0	CEO	CSM	19/1/2023	CEO	19/1/2023