

Position Description

Role Title:	Library Services Officer	Award, Level:	WDRC Internal EBA, Level 2
Section:	Library Services	Salary:	\$56,192.94-\$59,322.51 (plus 9.5% or optional 12% super)
Department:	Community Development	Vacancy Reference:	925
Division:	Community & Liveability	Closing Date:	12 July 2018
Location:	Dalby	Contact	Library Operations Supervisor, Chris Bermingham
Basis of Employment:	Full Time	Telephone	07 4679 4000

Our Organisation

Western Downs Regional Council (WDRC) is a dynamic organisation committed to providing outstanding service to the local community. Everything we do is underpinned by our positive culture and internal brand which includes being an organisation that cares about its people and their safety, is future focused and strives to make a real difference to our community. Our behaviour reflects our organisational values: **Communication, Leadership, Respect, Balance, Team Work, and Accountability.**

Here at WDRC we are passionate about what we do. We offer you a culture that is reflective of this and, as such, you will be working in an organisation that focuses on continuous improvement and promotes innovation at all levels through challenging the status quo to discover new and better ways of doing things.

Safety First

Western Downs Regional Council is committed to fostering a Safety First work environment that eliminates or manages hazards that have the ability to cause injury or illness to our employees, communities, assets and customers. Council's Safety First values include pre-employment medicals and random drug and alcohol testing.

Role Overview

Operating from within the Community Development Department, you will deliver Library services and public programs primarily from Dalby Library. From time to time you may be required to provide support to other facilities at Bell Library, Chinchilla Library, Dalby Library, Jandowae Community & Cultural Centre, Meandarra Library and Meandarra ANZAC Military Museum, Moonie Rural Transaction Centre, Tara Library and Wandooan Community and Cultural Centre.

Key Responsibilities

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- Providing a quality Library service including reader advisory, circulation, support for digital inclusion and delivery of public programs
- Providing professional, polite and attentive services to the community and other council departments in a positive and welcoming manner
- Providing a high level of customer service in Libraries and other Council services as required
- Engaging with a wide variety of community groups and individuals to establish networks and deliver public programs through Libraries and the Community Department
- Providing a timely, effective and accurate level of service including financial records, documentation, record-keeping, transactions and reporting
- Enabling positive relationships are maintained both internally and externally with staff, supervisors, management, community groups and customers
- Supporting the development and delivery of regional library and cultural projects, public programs and initiatives (including early literacy, digital literacy, multicultural programs, youth and families, and lifestyle/learning programs)
- Make a positive and valued contribution to a high performing team with a culture of collaboration and respect

Critical Competencies

Suitability for this position will be based on experience, application, achievement, and potential in the following critical competencies as they link to the key responsibilities for this position.

Proven/Demonstrated experience in:



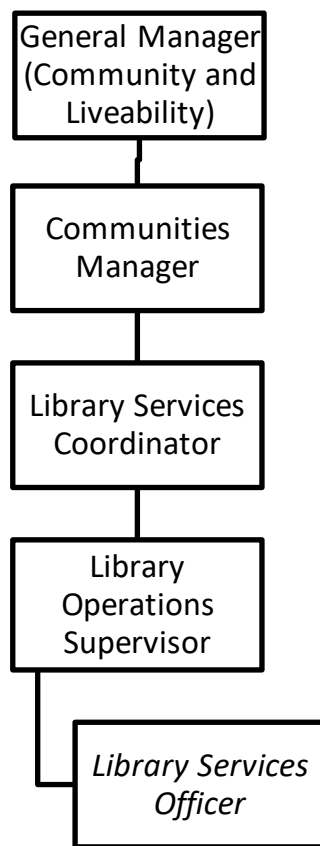
- High to very high level of digital literacy with an appetite for early adoption and application of emerging technology trends
- Providing a quality customer service experience
- Being able to communicate effectively with a wide range of people
- Accurate cash handling, receipting and reporting
- Being able to work as a member of a high performing team
- Being able to effectively plan activity so required tasks are completed on time
- The ability to meet deadlines and appropriately identify, prioritise and manage multiple tasks efficiently

Required Knowledge / Qualifications

A person in this position will need no formal qualifications but will have a demonstrated ability to perform a wide range of duties with particular focus on customer service, digital literacy, community engagement and team-work. A current driver's license is essential for this role as travel is required. The successful application will have or be able to obtain a working with children Blue Card

Additional Information

- The current financial delegation for this position is *NIL*.
- To apply for this position, submit an application including a cover letter and resume online via Council's website www.seek.com.au
- The reporting relationship for this position is shown below:



Employee Signature

Name:

Signature:

Date: / /

