

# Customer Services Officer

## STATEMENT OF DUTIES

MARCH 2023

Number	Generic
Portfolio	Libraries Tasmania
Branch	Libraries Tasmania
Section/Unit/School	As specified
Supervisor	As specified
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 2
Employment Conditions	<p>Permanent or fixed-term, part-time or full time, up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.</p> <p>The occupant may be rostered for Saturday and evening shifts and Award arrangements will apply.</p>
Location	As specified

## Primary Purpose

Undertake multiple and diverse tasks and provide high quality customer service, including routine advice and assistance to library users in a contemporary library and information service environment.

## Level of Responsibility/Direction and Supervision

Directly responsible for contributing to a positive client experience through interaction with library users and the efficient and accurate completion of assigned duties and the achievement of set outcomes. Able to exercise some discretion, subject to business unit requirements.

The occupant operates under routine supervision and general guidance and is expected to use initiative. Overall direction through immediate supervisor.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Contribute to a positive user experience for visitors to Libraries Tasmania sites, including a feeling of welcome and safety, through the delivery of excellent customer service.
2. Under routine supervision and general guidance, complete a range of diverse tasks in support of Libraries Tasmania services resulting in a positive client experience for Libraries Tasmania customers. These may include, but are not limited to:
  - Transacting new memberships and orientating clients to the services available to them
  - Following appropriate training and competency assessment, assist with the delivery of Libraries Tasmania services and programs, with supervision and guidance as required.
  - Processing library materials for despatch or receipt
  - Setting up rooms or equipment
  - Shelving and maintenance of library collections with supervision and guidance as required
  - Assist in supporting less experienced staff and volunteers with routine tasks and procedures.
3. Provide support and advice to clients in using a range of Libraries Tasmania services, digital devices and information technology.
4. Train less experienced staff and volunteers in routine tasks and procedures.
5. Resolve queries related to the borrowing and returning of library materials within organisational guidelines and providing feedback where required.

6. Undertake clerical duties associated with the above tasks, including cash and EFTPOS transactions.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
8. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. Demonstrated customer service experience, including the proven ability to liaise effectively with clients to be consistently courteous and helpful and provide a high standard of customer service.
2. Sound interpersonal and communication skills both written and verbal with the ability to engage effectively with all members of the community.
3. Proven clerical and organisational skills and a capacity to work independently within established guidelines, using initiative, discretion, and sound judgement.
4. Personal attributes of adaptability, flexibility, initiative, and self-motivation coupled with the ability to work effectively both in a public and a team environment.
5. Demonstrated skills or the ability to acquire skills, in information technology and digital literacy across a range of emerging technologies, with the capacity to work with IT applications and digital devices as relevant to Libraries Tasmania business.
6. Sound numeracy and literacy skills, including ability to interpret data with accuracy, work with the Library Management System and shelve library collections with accuracy.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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### Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

### Desirable

- Current Drivers Licence

## Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 973874 – Assistant Director Strategic Recruitment and Payroll  
Operations – March 2023  
Request: 7009571  
Date Duties and Selection Criteria Last Reviewed: 03/23 VRH

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