



POSITION: Customer Experience Officer
CLASSIFICATION: Band 3
REVIEW DATE: January 2025

Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounge at Cranbourne West Community Hub. Library Lockers (click and collect and returns services) are located at Cranbourne West, Manna Gum Family and Community Centre, and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



Position Objectives

Operational

- Deliver innovative and customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

Strategic

- Contribute to the innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture partnerships with other organisations including schools, community organisations and other local government services

Key Responsibilities and Duties

1. Customer Experience

- Provide excellent, friendly, approachable and efficient customer focused circulation service performing a range of library rostered operations such as: returns, loans, memberships, overdue queries, cash management, branch run
- Encourage and respond to customer needs in a self-service environment

2. Community Engagement

- Assist in the delivery of community programs
- Nurture partnerships with internal and external organisations
- Actively promote information literacy and library services

3. Information Services

- Assist library members to find materials/information within Libraries Victoria or via ILL
- Be familiar with CL's collection and online resources and an awareness of Libraries Victoria resources
- Contribute to CL's online presences – photos, stories, suggestions and more

4. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Information technology troubleshooting skills
- Willingness to embrace emerging technologies
- Assist members to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Knowledge of current and popular social media and online publishing platforms

5. Collection

- Display, shelve and promote collection
- Identify damaged stock and set aside for attention of Branch Manager or member of the Collection Development Team

Selection Criteria

- Ability to effectively and efficiently provide friendly customer service
- Good interpersonal and communication skills with the ability to communicate with all ages across all levels of community
- Information technology and problem-solving skills in a range of information technology and software tools



- Demonstrated understanding of the role of public libraries in communities and a community focused approach to service delivery
- Demonstrate ability to work independently and as part of a team to meet organisational strategic outcomes
- Year 12 completion or equivalent
- Public Library experience desirable
- Working with Children Check
- Driver's licence

Organisational Relationships

Reports to: Branch Managers, Customer Experience Librarians, Customer Experience Library Officers

Internal liaisons: Leadership Team, Regional Support staff and branch staff

External liaisons: Library members, members of the community; schools, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CL guidelines and under general supervision
- Responsible for the quality and timely provision of customer service

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Guidance and advice is available from Branch Manager and/or Senior On Duty
- Decide on appropriate response to difficult patrons and emergency situations in accordance with established policies and procedures and report to Branch Manager and/or Senior on Duty

Specialist Skills and Knowledge

- Customer service skills
- Familiarity/awareness of the resources available in CL collections
- Knowledge and ability to apply CL policies and procedures
- Understanding of the function of the position within its organisational context and goals of Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to source information across varied platforms
- Knowledge of library computer system with an emphasis on circulation and catalogue functions

Managerial Skills

- Skills in managing time, planning and organising own work so as to achieve specific and set objectives efficiently
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

Interpersonal Skills

- Good communication skills with all members and staff
- Ability to handle dissatisfied patrons in a friendly manner
- Approachability and awareness of community needs
- Ability to have a flexible approach to work and changing priorities

Qualifications and Experience

- Year 12 completion or equivalent
- Previous Customer Service experience
- Current Victorian Driver's license



Conditions of Employment

Conditions of employment are as per the Connected Libraries Enterprise Agreement, policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** - the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** - include rostered day, evenings and weekend shifts and are based on the full-time 35 hour a week employment model
- **Multiskilling** - The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** - As per the Fair Work Act 2009 and Regulations - 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** - Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Personal Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Library buildings and vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)

Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
Passive	Possible	Occasionally	Regularly
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings		✓	
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓



Pushing book trolleys			✓
Lifting and moving of boxes and files on a regular basis			✓
Agility			
Bending and stretching, including knee bending			✓

Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.

All staff are reminded that they should follow Health and Safety regulations and the Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: January 2025