

POSITION DESCRIPTION

POSITION: LMG Assistant	REPORTS TO: LMG Operations and Programs Coordinator	
DIRECTORATE: Sustainable Communities	GROUP: Community & Cultural Services	
SECTION: Community Programs	GRADE: 7	DATE: 20/10/15

OUR VISION

“Committed to the Pursuit of Excellence”

OUR VALUES

- ✓ CUSTOMER CENTRIC Our customers are at the heart of everything we do
- ✓ ACCOUNTABILITY We are transparent and responsible in all that we do
- ✓ INNOVATION We deliver excellence in our services through innovation
- ✓ COLLABORATION We work together to seek solutions both internally and externally
- ✓ EMPOWERMENT We support our people and provide them the scope to deliver outcomes

POSITION OBJECTIVES

- To provide support to the leadership team of Coffs Harbour City Council on the establishing a high performance organisation through the development of its people and processes.
- To assist in delivering LMG (Library, Museum and Gallery) services to the community, including service desk shifts, administrative tasks, public programs, events and exhibitions.
- To deliver children’s story time activities as rostered.
- To provide customer, circulation and information services to LMG or Cultural Services customers at any location as rostered.
- To support the Groups public programs and outreach activities as required

The LMG Assistant position sits within the Library, Museum, Gallery (LMG) and Cultural Services team. The LMG and Cultural Services team is part of the Community Programs Section within the Community & Cultural Services Group. The Section supports the delivery of a variety of community programs, venues and services with the aim of meeting the 2030 Community Strategic Plan outcomes of an engaged, connected, enriched, learning, safe, sustainable, healthy and inclusive community.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

1. Demonstrating safe work place practices and behaviours and encouraging others to do the same
2. Reporting all incidents, near misses and hazards in accordance with Council's processes
3. Taking reasonable care for own health and safety and the health and safety of others in the workplace

4. Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices
5. Compliance at all times with statutory and regulatory requirements and Australian Standards

Customer Service

Promote a positive and professional image of Council through:

1. Creating and maintaining good relationships with the Community and our customers
2. Taking the time to understand needs and customer expectations
3. Providing of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients
4. Following up on both positive and negative feedback received
5. Considering customer service in all aspects of duties
6. Continuously looking for ways to improve the level of customer service you deliver

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

1. Informing - Giving information to the community
2. Consulting - Obtaining community feedback
3. Involvement - Engaging directly with the community
4. Partnership - Partnering with the community to create solutions
5. Enabling - Placing final decision making in the hands of the community

Council staff must recognise the role the community has in helping to set the strategic objectives, program priorities and service levels to be pursued by Council. All staff are required to inform and engage with our customers and the community in the planning and delivery of services that they desire and value.

Learning & Development (L & D)

Support Coffs Harbour City Council as a high performance organisation by:

1. Participating in strategic learning and development initiatives
2. Undertake and participate in L & D initiatives that directly enhance and/or improve individual performance and contribute to Council's effectiveness
3. Take individual responsibility for own learning and engage in professional development.
4. Participate in learning and development activities in accordance with Council's Training plan
5. Work collaboratively with the other staff to identify training needs and appropriate solutions

Sustainability

1. To consider the interconnections between economy, society and environment and whether decisions or actions will have a negative impact on the environment, financially or the community, either now or in the future
2. To apply environmental laws and associated systems and processes to control the risk of serious or irreversible impact on the environment

Continuous Improvement

Support the organisational Transformation to Sustainability program by:

1. Supporting staff and the leadership team in the implementation of new and improved business processes
2. Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state

Team Contribution

Support the leadership and team members of the Community and Cultural Services Group through:

1. Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes

2. Provide valued team contribution by application of library and cultural services management skills and expertise

KEY RESPONSIBILITIES

- Perform library circulation duties at any LMG facility or location as rostered, including but not limited to; issues, returns, reservations, membership registrations, shelving, shelf-tidying, processing exception items, and assisting customers with self-service facilities.
- Ensure customers comply with Council policies and manage difficult customers, referring to supervisor or authorities as required.
- Assist LMG customers to access facilities, including public computers and catalogues, printing, copying, Wi-Fi, bookings and payment/recharge systems.
- Assist LMG customers with information enquiries, including referral to professional or specialist staff as required.
- Process customer fees and charges, including art and merchandise sales.
- Perform start-up and end-of-day procedures, including balancing cash registers, reconciliations and securing monies taken.
- Assist with non-bibliographic records maintenance in LMG management systems, including quality assurance processes related to library membership registration records.
- Assist with LMG exhibitions, including installation and de-installation, and events.
- Assist in the delivery of LMG outreach activities as required.
- Prepare and conduct children's story time activities as required in an engaging manner and ensuring a safe and supervised environment.
- Assist with LMG administrative tasks.
- Support the Group's customer services, public programs and outreach activities as required.
- Other duties as directed by the Coordinator – LMG Operations and Programs.

KEY RELATIONSHIPS

- Coordinator – LMG Operations and Programs
- Team Leader – Library, Museum, Gallery (LMG) and Cultural Services
- LMG Programs Facilitator – Children and Youth
- Other Group, Council and LMG Operations and Programs Team members
- Other LMG Coordinators and staff
- External partners and providers
- Customers

COMPETENCIES

Qualifications, Knowledge and Experience:

- Certificate III in Library and Information Services or equivalent qualification.
- Minimum of two (2) years' experience in a library, cultural facility or in a relevant customer-focused service organisation.
- Demonstrated interpersonal and communication skills, both oral and written, and in using the online environment as a communication medium.
- Demonstrated well developed literacy and numeracy skills.
- Demonstrated customer service skills.
- Demonstrated experience in a customer service environment.
- Demonstrated computer and internet search skills.

- Demonstrated experience in using Microsoft Office programs and Outlook.
- Demonstrated ability to organise and participate in a range of children’s activities, including story time.
- Demonstrated ability to work unsupervised.
- Current class C driver’s licence and Working with Children Check.

Personal Competencies:

Workplace behaviour will align with Council’s core values. The capabilities of this role include value driven behaviours and competencies as follows:

CUSTOMER CENTRIC

- Drive for improvement in public services
- Responsive
- Informative
- Listening
- Courteous and friendly

ACCOUNTABILITY

- Self-awareness
- Personal integrity and honesty
- Takes responsibility
- Outcome focused
- Motivated

INNOVATION

- Results driven
- Intellectual flexibility
- Accepting of new ideas
- Embraces change
- Suggests and tries new methods
- Broad thinking

COLLABORATION

- Collaborative working
- Inclusive
- Teamwork
- Open minded, sharing information and knowledge
- Giving and taking feedback

EMPOWERMENT

- Mentors and coaches
- Delegates and follows up
- Acknowledges and praises good work
- Develops and trains team

LMG Assistant

EXPOSURE RATING TABLING			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PLEASE NUMBER EACH BOX

PHYSICAL REQUIREMENTS						
Sedentary work lifting 0-4.5kg	3	Elevating arms above shoulder height	1	Climbing to access / exit excavations		0
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods		1
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	2	Crawling		0
Heavy work lifting 22.7- 45.5kg	0	Standing for extended periods	2	Balancing		0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	1	Hearing above background noise		0
Repetitive Lifting	2	Walking on uneven ground	0	Depth perception		0
Pulling Loads > 5kg	1	Frequent bending / stooping	2	Colour vision		0
Pushing loads > 5kg	1	Shovelling / digging	0	Fine manipulation		0
Lifting with trunk twisting	2	Throwing	0			0
USE OF PERSONAL PROTECTIVE EQUIPMENT						
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest		0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)		0
Ear plugs / muffs	0	Gloves	0			
EXPOSURES						
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL		
Dusts	1			Odours		0
Liquids	0			Mists / Fumes		0
Herbicide spraying	0			Possible exposure to sharps		0
Pesticide spraying	0			Possible exposure to Tetanus		0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C		0
Working with solvents	0			Possible exposure to blood / bodily fluids		1
PHYSICAL/PSYCHOLOGICAL						
Inside work	3	Working near machinery	0	Slippery surfaces		0
Outside work	0	Operating machinery	0	Low light areas		0
Confined spaces	0	Vibration	0	Shift work		0
Working alone	1	Working at heights	0	Use of computer for screen based activities		3
Working with hot substances	0	High Temperatures > 38 deg	0	Prolonged Driving (periods > 2hrs)		0
Working with cold substances	0	Low Temps < 3 deg	0	Violence / aggression from customers		1
Noisy work areas	0	Fatigue	0			