

Randwick City Council



Position Description and Person Specification

Name of Occupant: Vacant

Position: Library Administrative Assistant

Position Number:

Award Placement: Grade 7

Date Last Amended: April 2018

Department: CITY SERVICES

Section: Library Services

Unit: Library Management

Position Title of Supervisor: Administrative Supervisor

Positions Reporting to this Position: **Direct** **Indirect: Nil**

Signature of Occupant

Date

Signature of Supervisor

Date

1. Purpose of Position

- 1.1 To provide professional and customer focussed administration duties, including reception responsibilities and secretarial support for the Manager and staff at Randwick City Library.
- 1.2 To provide effective library and customer services at all library service points.
- 1.3 Respond to a wide range of enquiries from the public and staff to ensure a high level of internal and external customer service.
- 1.4 Provide purchasing and procurement support to all Randwick City Library staff, including liaising with Financial Services teams and external suppliers.
- 1.5 To project and promote the image of the Council and Randwick City Library as being efficient, courteous and customer focussed.

2. Organisational Relationships

- 2.1 **Position Title(s) of Supervisor(s):**
Supervisor, Library Administration
- 2.2 **Position Title(s) that also report to Supervisor:**
Library Bus Drivers
- 2.3 **Title(s) of Positions that report to this Position:**
Nil

3. Budget Management

- 3.1 **Expenditure:**
\$NIL
- 3.2 **Revenue:**
\$NIL
- 3.3 **Value of Contracts Managed:**
\$NIL

4. Challenges / Problem Solving

- 4.1 Contribute to the overall success of Randwick City Library by providing a high level of service to library customers and offering an optimum level of administrative support to all staff.
- 4.2 Ensuring a professional standard of customer service is maintained at all times.
- 4.3 Ability to prioritise and manage a high workload with competing deadlines.
- 4.4 Dealing with diverse demands and needs of internal and external customers in a positive manner.
- 4.5 Complying with Council's procurement guidelines and procedures.
- 4.6 Ensure that the performance indicators for the position are met.

5. Decision Making

- 5.1 Decisions in consultation with relevant staff, relating to the effective delivery of customer service from library service points.
- 5.2 Decisions in consultation with Administrative Supervisor, Manager, and other relevant staff relating to administrative support for Randwick City Library
- 5.3 Use sound judgement to make decisions on prioritisation of tasks.

6. Communication

- 6.1 Within Department: Manager Randwick City Library, Library Administrative Officer, Events and Marketing Supervisor, and Coordinators and staff as required.
- 6.2 Within Council: All other council departments as required.
- 6.3 Outside council: Library customers, local community groups, Council vendors (and potential vendors), other library and information agencies and government departments as required.

7. Specific Accountabilities

7.1 Accountabilities:

- 7.1.1** Provide professional and dynamic reception duties including telephone and in-person reception.
- 7.1.2** Work as a member of a one-team model for the delivery of services at all library service points to ensure seamless service delivery that contributes to the strategic direction of Randwick City Library. Additionally, demonstrate a willingness to work across sections within the Library and with any external sections or organisations if required.
- 7.1.3** Take bookings for the use of Council's Community Bus Service and meeting rooms within Lionel Bowen Library and Community Centre.
- 7.1.4** Provide basic circulation services to library customers, including the lending, renewal and return of library resources, payment of fees and charges, new memberships, shelving of library items, facilities bookings and assisting with the use of equipment and resources.
- 7.1.5** Contribute to improved customer service and organisational effectiveness by acting ethically, honestly and with fairness and in accordance with Randwick City Council policies and procedures.
- 7.1.6** Raising of purchase orders in accordance with procurement procedures.
- 7.1.7** Ensure EEO, WH&S, the principles for a culturally diverse society and Council policies are complied with at all times.
- 7.1.8** Other duties commensurate with the skill level of the position.

7.2 Performance Measures:

- 7.2.1** Allocated duties and tasks are carried out within agreed timeframe according to individual work plans.

8. Work Health and Safety

8.1 Accountabilities:

- 8.1.1** Undertakes and applies all safe work method statements in work.
- 8.1.2** Participates in safety training as required and implements all practices as directed.
- 8.1.3** Reports all accidents, incidents and hazards to immediate supervisor or WH&S Officers.

8.2 Performance Measures:

- 8.2.1** Safe Work method statements are followed.
- 8.2.2** All customer complaints or concerns are satisfied or passed on to relevant staff member
- 8.2.3** All accidents, incidents and hazards are reported as required by Council policy.
- 8.2.4** Effectively communicates work practices and procedures that comply with WH&S legislation and policies.

9. Financial Management Accountabilities

9.1 Accountabilities:

- 9.1.1** Undertakes financial responsibilities in accordance with Council's policies and procedures
- 9.1.2** Ensure that Council's Purchasing Policy is adhered to at all times and all purchases are made according to the relevant procedures.
- 9.1.3** Utilises Council resources (including financial, physical and human resource) effectively.

9.2 Performance Measures:

- 9.2.1** Council's financial system is operated at the required standard.
- 9.2.2** Council's policies and procedures followed.
- 9.2.3** Refers any issues to supervisor regarding cash handling and EFTPOS procedures to ensure best and safest practice.

10. Corporate Accountabilities

10.1 Accountabilities:

- 10.1.1** Understands and supports Council's directions and acts in a manner consistent with its ICARE values.
- 10.1.2** Has sound understanding of customers' needs and delivers services to standards set by Council.

10.1.3 Actively contributes to the achievement of operational plans and other Library specific plans and policies.

10.2 Performance Measures:

10.2.1 Performance agreement targets for the position are achieved.

10.2.2 Internal and external customers of the team and the department receive a high level of service.

10.2.3 Issues and incidents that may impact on service delivery are effectively communicated to supervisors.

11. Knowledge, Skills and Experience

Essential Criteria:

- 11.1** High School Certificate and relevant experience working within a professional environment.
- 11.2** Strong interest in working with the public and other community stakeholders.
- 11.3** Demonstrated ability to work as part of a team and to be an effective team member.
- 11.4** Well-developed administrative, organisational skills and ability to prioritise workloads and meet deadlines in a high volume environment.
- 11.5** Operational competency in using Microsoft applications such as Outlook, Word, Excel, and PowerPoint.
- 11.6** Well-developed oral and written communication and interpersonal skills.
- 11.7** Proven ability to work to deadlines and respond to issues that may impact on customer service at library service points.
- 11.8** Willingness to learn and apply new skills and demonstrated ability to show initiative in a continuous improvement work environment.
- 11.9** Demonstrated understanding of the role and functions of library services to the community.
- 11.10** Ability to work core hours, after hours and weekends.
- 11.11** Demonstrated commitment to EEO, WH&S and the principles for a culturally diverse society.

Desirable Skills and Abilities:

- 11.12** Experience in working in customer service in a public library environment
- 11.13** Experience using Library Management Systems and financial management systems (including purchasing software such as TechnologyOne).
- 11.14** Familiarity with TRIM document management and KRONOS time keeping applications.
- 11.15** Class C motor vehicle licence.