



Murrindindi

Shire Council

POSITION DESCRIPTION

POSITION TITLE	Team Leader Alexandra Library and Customer Service
AWARD CLASSIFICATION	Band 5
EMPLOYMENT STATUS	Full time
DEPARTMENT	Customer Experience
APPROVED BY	Manager Customer Experience
DATE:	September 2020

POSITION OVERVIEW AND OBJECTIVE

The Alexandra Library and Customer Service Centre is a services hub providing community access to Council and Library services. The Team Leader position is responsible for providing high quality library and customer services to the community, and leading and supporting staff and volunteers in delivery of these services.

KEY RESPONSIBILITIES AND DUTIES

1. Lead the staff team and volunteers to provide welcoming and efficient customer-focused services and to ensure staff engagement, development and wellbeing including:
 - Managing staff to ensure compliance with organisational standards, policies and procedures
 - Assisting in training new staff and upskilling existing staff
 - Leading the rollout of change implementation at the Alexandra Library and Customer Service Centre by working closely with staff to ensure understanding and compliance with changes
 - Supporting staff and actively drive the increased focus of Council Services being delivered from the Alexandra Library and Customer Service Centre
 - Equitable rostering and allocation of work to ensure efficient service provision
 - Ensuring EEO and OHS practices are in place to ensure a fair, equitable and safe working environment at all times
 - Providing regular feedback and coaching to staff

- Conducting staff performance appraisals and ensure staff have training and development plans to meet their individual professional development needs
2. Provide Council's customer service to the community, including by:
 - Maintaining an up-to-date knowledge of all Council services and systems and provide high quality service and advice to customers
 - Undertaking cash handling and receipting of a wide range of Council-generated accounts, permits, applications and registrations. This includes an end of the day banking process
 - Ensuring the Alexandra Branch fully participates in delivery of Council's 'Customer First' objectives and principles
 - Actively collaborating with Library and Customer Service team leaders across branches to deliver and improve services
 - Working collaboratively and proactively with other Council officers across the range of Council's services
 - Supporting the Coordinator Customer Service with oversight of the Customer Contact Centre and Council services
 - Efficiently supervising day to day operations of the VicRoads agency at the Alexandra Service Centre
 3. Provide general library services at Alexandra Branch Library, including by:
 - Assisting library users to find appropriate information and materials relevant to their needs, including the ability to make recommendations for recreational reading
 - Actively engaging with the community through the delivery of library materials and programs
 - Initiating, planning and delivering library programs, events and activities
 - Maintaining the presentation and displays of the Library to ensure a fresh, warm and friendly environment that also meets OHS standards
 - Contributing to the role of the Library and Customer Service Centre as a place for reading, learning and connection for our community
 - In conjunction with the Communications Unit, produce promotional fliers and marketing of library programs and events
 - Taking an active role in promoting library programs and activities on social media
 - Undertaking administration processes to ensure that library resources are managed in line with standard procedures
 - Efficiently assist with maintenance of the library collection including mending and weeding resources
 - Administer the courier run to ensure efficient transport of resources between MLS, Yarra Plenty Regional Library and other library services across Victoria.
 - Liaise with Friends of the Library, Alexandra (FoLA), including to ensure distribution of withdrawn stock via the FoLA bookshop
 - Work co-operatively as part of the team at Alexandra Library and Customer Service Centre and with the other branches in Yea, Kinglake and Mobile locations to balance the competing priorities of delivering quality in both customer and library services
 - Positively contribute to, and participate in, meetings and undertake training as required to meet ongoing needs to provide services

ORGANISATIONAL RELATIONSHIP

Reports to:

Coordinator Murrindindi Library Service

Supervises:	3 (Full-time Equivalent) Customer Service and Library Staff Library Volunteers
Internal Relationships:	Coordinator Customer Service Manager Customer Experience Customer Service and library staff Council staff & Councillors.
External Relationships:	Library members, users and visitors; volunteers, Council customers, Friends of the Library members, Yarra Plenty Regional Library, providers and suppliers of library programs and resources; VicRoads.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Plan and be accountable for own work and that of others where required.
- Provide information and support to other members of staff
- Seek direction from supervisor where requirements unclear
- Investigate and analyse issues as directed
- Report as required regarding progress towards objectives, goals and budgets
- Manage liaison with external environment in relation to area.
- Ensure resources are used in an efficient and effective manner
- Be alert to threats and opportunities that could affect how you do your job and report them to your line manager to support continuous improvement and risk-based decision making and planning.
- Create full and accurate records of activities and decisions in library systems, TRIM/CRM systems.
- Follow Council policies, procedures and practices and ensure compliance with staff code of conduct, regulations and legislation in relation to area of responsibility. This includes following EEO, OHS requirements listed in respective policies to ensure a safe and healthy work environment.
- Engage in professional conduct at all times.
- Ensure that all reasonable care is taken in relation to your personal health and safety and that of others.
- Ensure compliance with all policies, regulations and legislation in relation to area of responsibility
- Gain and maintain good knowledge of Council services and systems
- Meet the requirements of Council's Customer Services Charter

JUDGEMENT AND DECISION MAKING

- Choose processes and /or methodology from an established range of alternatives
- Decisions and actions are usually subject to guidelines and guidance is always available in reasonable time by supervisor or department manager
- Exercise independence and common sense in solving day to day issues
- Quantify resources required for work
- Ability to follow defined statutory and organisational procedures and processes

SPECIALIST SKILLS AND KNOWLEDGE

Management

- Ability to manage time, set priorities and achieve targets for the completion of projects on budget and on time
- Ability to supervise others and effectively support the team through proven change management skills and experience
- Excellent communication skills with both internal and external customers

Interpersonal

- Able to undertake routine correspondence and reports
- Able to lead a team
- Able to maintain confidentiality and protect privacy
- Customer focus and friendly and approachable manner
- Provide information and explanation to public and gain cooperation from public in well-defined activities
- Good written and verbal communication
- Ability to liaise appropriately with stakeholders

Specialist

- Secondary education and/or post-secondary qualification (certificate equivalent)
- Library-related qualifications and relevant experience (1-3 years) in a public library are highly desirable
- Understanding of the use of technology and processes related to the position, including social media
- Good knowledge of, and well-developed skills in the use and application of Microsoft Office suite, including Publisher (desirable) or other relevant applications
- Knowledge of library automated system Sirsi workflows
- Extensive customer service experience within high volume service delivery environment
- Cash handling experience
- Familiarity with Local Government is an advantage, but not essential
- Demonstrated experience in and understanding of elements involved in event/program management
- Contribute to book stock selection and management in branch

Physical

- Capacity to lift, carry and stretch to shelve and package books and other material within approved weight limits
- Able to sit or stand and work at a computer for extended periods
- Able to undertake repetitive manual tasks

KEY SELECTION CRITERIA

- Demonstrated and highly developed library and customer service skills
- Highly developed oral communication skills, including demonstrated ability to present to groups
- Strong interpersonal skills and ability to interact effectively with a wide range of people
- Demonstrated ability to perform well under pressure during busy periods
- A wide range of reading interests, including a knowledge of recent publishing trends
- Demonstrated ability to lead a small team successfully and positively
- Effective computer literacy skills including demonstrated ability with social media in a work setting
- Ability to execute creative ideas and develop and deliver new library programs