



POSITION DESCRIPTION

Title : **COMMUNITY SERVICES AND LIBRARY OFFICER**
Section : **OPERATIONS**

1. POSITION IDENTIFICATION

Title : Community Services and Library Officer
Classification : Level 3 of Local Government Industry Award 2010
Section : Operations

2. POSITION OBJECTIVES

- Provide effective supervision of patrons using the Shire's Community Recreation Facilities and Community Resource Centres.
- Introduce, community programmes, activities, events for all ages and to ensure that maximum benefit is derived from the facility by the local community.
- Provide excellent proactive customer service in the areas of front counter reception administration, library and community services
- Assist with delivery of services and programs available at the Shire libraries.
- Assist with the Community Resource Centres
- Assist the community with Cashless Debit Card transactions??

3. REQUIREMENTS OF THE POSITION

Skills / Knowledge / Qualifications / Experience

- A friendly and motivating people person who works well in a team environment
- A creative ideas person who can work well with all age groups
- Proven marketing, programming and promotional skills
- Developed communication skills including written, oral and interpersonal skills.
- Proven high level of administrative skills, including time management, cashiering and front counter reception
- Advanced computer skills – Microsoft Office, Internet and video conferencing.
- Sound knowledge of Local Government Practices and Procedures.
- Sound knowledge of Safety procedures including emergency evacuation.
- Sound knowledge of community processes and structures.
- Demonstrate an understanding of and ability to apply equal opportunity principals in the workplace.
- Experience in co-ordinating community-based programmes
- Working with Children Check
- Current First Aid Certificate.

4. KEY DUTIES AND RESPONSIBILITIES

- Liaise with existing and potential users of the facility on matters relevant to ensure all users receive a high level of service.
- Develop marketing and promotional strategies to maximise usage and initiate new programmes where opportunities exist.
- Establish contacts and maintain liaison with schools, community groups, service providers, that function within the Shire of Coolgardie.
- Supervise and engage with patrons utilising the centre as appropriate.
- Promote Centre based programmes to provide opportunities that will benefit the community.
- Ensure that all routine and general maintenance requirements are reported to the Place Manager.
- Manage bookings, payments or invoicing for the use of the Community and Recreation Facilities, this also includes the Shire Community Bus.
- Provide written reports and website news articles as requested by the Place Manager
- Provide support to other services available from and in the Community and Recreation Facilities.
- Provide excellent customer service within the recreation and resource centre.
- Library duties including the processing and returning of the State Library deliveries.

- Ensure the presentation of the recreation and resource centre is of a high standard
- Administer first aid as required.
- Other duties to be covered on a day-to-day basis include:
 - Setting up and packing up for functions and/or activities/events
 - Reception, cashiering and shire administration requirements
 - Securing of premises
 - Other duties as required or requested by the Place Manager.

5. GENERAL ACCOUNTABILITIES OF THE POSITION

Occupational Health & Safety

- To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at workplaces.
- Proactively comply with all Shire OSH Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA OSH Act 1984, OSH Regulations 1996, all other relevant Regulations, Codes of Practice and Australian Standards.
- As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the OSH Act.
- Must report to their manager, supervisor, OSH Representative, HR and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- Actively promote and participate in the Work Injury Management Program
- Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

6. SELECTION CRITERIA

Essential

- Public relations and interpersonal skills
- Sound communication skills
- Sound administrative skills
- Sound facility management skills
- Promotional/marketing experience
- Programming experience
- Hold a current first aid certificate
- Hold a current 'C' class driver's licence
- Provide a Satisfactory National Police Clearance
- Pass a Pre-employment medical and drug screen

Desirable

- Experience in Community based programme and activity design and delivery
- Experience in Public Library services
- Sound Knowledge of Amlib Library Management Systems

7. ORGANISATIONAL RELATIONSHIPS

Responsible to: Place Manager

Supervisor of : N/A

Internal Liaison : Chief Executive Officer
Deputy Chief Executive Officer
Director of Commercial Services
Coolgardie or Kambalda Place Manager
Recreation Centre Staff
All Staff

External Liaison : General Public
Local Schools
Service Providers
WA State Library
User Groups
Service Providers

8. EXTENT OF AUTHORITY

Operates under GENERAL DIRECTION of the Place Manager within established guidelines and policies of Council as well as statutory provisions of the various Acts and other legislation.

Freedom to act is limited by standards and procedures.

UPDATED :	NOVEMBER 2022
APPROVED BY :	CHIEF EXECUTIVE OFFICER