

CUSTOMER AND COMMUNITY SERVICES LIBRARY OFFICER

CLASSIFICATION: Band 3
OCCUPANT: Vacant
DATE: August 2026

POSITION CONTEXT & OBJECTIVE(S):

Ensure customers have a positive library experience by delivering high quality customer service. Support the learning outcomes of patrons by assisting in the use of resources and technology and supporting the delivery of literacy, learning and social connection programs.

Operational

- 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
- Nurture partnerships with other organisations including schools, community organisations and other local government services

KEY RESPONSIBILITIES AND DUTIES:

A customer and community services library officer will provide administrative, lending services, collections and project support for the Warrnambool Library.

1. Customer Service

- 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, directional queries
- Encourage and respond to customer needs in a self-service environment
- Contribute to service delivery by providing input and support for team projects and customer service improvement initiatives

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 patrons to find materials/information within Warrnambool Library or via ILL
- Be familiar with Warrnambool Library's collection and online resources and have an awareness of other library

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resources

- Contribute to Warrnambool library's online presence – 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 patrons 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 senior staff

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Excellent customer service skills with the ability to confidently and actively engage with customers in a friendly manner
2. Strong interpersonal and communication skills with the ability to communicate with all ages in a diverse community.
3. Ability to plan, organise and prioritise routine functions in a busy environment.
4. Demonstrated understanding of the role of public libraries in the community and in supporting reading and life-long learning.
5. Information technology and problem-solving skills in a range of information technology and software tools
6. Strong team worker with a positive attitude and energy.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☐ YES

The incumbent must have and maintain a Working with Children Check:

☐ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Service Manager - Library and Learning Hub
Supervises:	TBC
Internal Contacts:	Library and Learning Hub staff, Council staff, Executive Management Team

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External Contacts:

Stakeholders, user groups, Other project funders, Consultants, Contractors

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accurate processing of administrative duties in accordance with policies and procedures;
- The position is accountable to work within standard library procedure and to achieve the desired outcome within the time and resources available.
- May be required to supervise and support volunteers
- This position acts under general supervision and within specific guidelines.
- Responsible for the quality and timely provision of customer service.

JUDGEMENT AND DECISION MAKING:

- This position requires periods of being unsupervised.
- The position is to exercise its judgement mindful of confidentiality and diplomacy.
- Decisions and information should be consistent with established policy and good management principles.
- Guidance and advice is always available from onsite or via telephone.
- May be required to decide on appropriate response to difficult patrons and emergency situations in accordance with established policies and procedures and report to senior staff members.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Customer service skills
- Familiarity/awareness of the resources available in Warrnambool Library's collections
- Knowledge and ability to apply WCC and Warrnambool Library's policies and procedures
- Understanding of the function of the position within its organisational context and goals of WCC
- 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

MANAGEMENT SKILLS:

- Demonstrated ability to manage time and set priorities to achieve a range of outcomes within parameters and agreed policies.
- Ability to liaise with staff and members of the public.
- Ability to work under pressure and maintain a consistent approach to the public.

INTERPERSONAL SKILLS:

- The ability to confidently communicate with customers and staff.

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- Good verbal and written skills.
- Ability to be a supportive member of a team and also work alone without direction.
- Positive attitude and happy disposition.
- Calm, adaptable and energetic.
- 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 or equivalent experience preferred.
- Experience working in a customer service role preferred.
- A current Working with Children Check.
- Demonstrated experience with computers and computer troubleshooting

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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