

Position Description

Position Title:	Casual Customer Experience Assistant
Reports To:	Customer Experience Lead
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Invercargill Libraries
Children's Worker:	Yes (Core)
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To provide an excellent customer experience by generally assisting with service delivery in our Library, creating a welcoming and customer friendly environment for our community to enjoy. This role will respond to a variety of customer enquiries including circulation, membership and processing payments. To generally provide assistance with customer education and the delivery of programmes and events, and assist with collection development routines as identified.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Library Customer Services

- Answer or respond to enquiries (in person, phone and/or email) in a friendly, efficient and professional manner, re-directing to the appropriate person where necessary.
- Assist customers with issuing, returning and renewing resources both on the self-service machines and at the Help Desks.
- Identify and place reserves on items for customers when requested.
- Process payments for items as well as for copying and scanning.
- Register customers, ensuring all personal details are correct and give an overview of the library services and programmes.
- Administer the internet computer booking and printing system.
- Keep displays topped up and inviting.
- Ensure the returns shelves are kept at a manageable level by accurately shelving items as needed.
- Check non-book returns for damage and ensure they are correctly shelved.
- Ensure Bluff Box is processed each day.
- Ensure all of the desks have the appropriate equipment and supplies for each shift.
- Complete hold reports, weeding reports, and stocktaking as assigned by the Community Engagement and Programming Lead.
- Ensure the library is maintained in a tidy and presentable condition, in particular at the end of the day.
- Undertake regular cleaning of library toys and play equipment.

Library Reference Enquiries

- Take time to understand the borrower's needs, and use a variety of search methods appropriate to assist with the nature of the query, e.g. fiction or informational.
- Use in-depth knowledge of library collections and databases to provide timely relevant information to customers.
- Assist customers with specific reading enquiries helping to locate specific authors, titles or genres and promoting relevant services.
- Assist customers with specific information enquiries, helping to locate resources and information, including use of appropriate databases.
- Complete 'My Book Bag' requests using a variety of techniques and resources to provide interesting and relevant loans.
- Assist customers to complete Interloan forms when required.

User Education

- Explain use of library facilities, including self-service and automated service options.
- Provide accurate, up to date information about Library policies where necessary.
- Assist with provision of the 'Book a Librarian' service to help with more in-depth enquiries or technological assistance.
- Assist with promotion of the collection, programmes and services to support the promotion of our Library's services and facilities.

Programme Assistance

- Assist programming staff with preparation, setup and delivery of a range of programmes and events such as: assisting with school holiday programmes; leading an after school club; or leading an adult programme.

Digital Literacy

- Assist library customers with accessing information and services through technology.
- Support customers in their use of digital technologies, enabling them to become self-sufficient in their use. Including assisting customers with how a range of phones, tablets and computers work; basic word processing; printing of various documents; printing from different devices; downloading and uploading digital photos; and basic CV formats.
- Assist customers with using technology related services available in the library, including the free internet computers, or copying and scanning items.

Collections Management Assistance

- Assist with day-to-day tasks or project work that supports the on-going management of the collection. This may include ordering, receiving, invoicing, checking, processing resources, mending and de-selection.
- Assist customers to complete purchase suggestion forms where required.

Note: *Specific performance measures for this position will be discussed between you and your manager through the performance development plan process*

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

NCEA level 2 (or equivalent)
New Zealand Full Driver's Licence

Knowledge, Skills and Experience

Essential:

Customer service experience
High standard of literacy and numeracy
High level of accuracy and experience cash handling
Well-developed written and interpersonal communication skills
Ability to work efficiently with a range of digital tools, and is generally confident with a range of technologies
Ability to work independently and as a member of a team.
The ability to relate to people in a confident and positive manner
Problem solving ability and positive attitude to change and continuous improvement.
A sensitivity to, and awareness of, the broad range of individuals, social, cultural, and ethnic groups within our community
High level of accuracy and attention to detail

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.