

Position Description

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| Position Title: | Customer Services and Retail 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 be the first point of contact for all internal and external customers of the library. Provide valuable support to library operations and assisting customers in their use of library resources and services. This role is responsible for a variety of tasks, including customer service, retail, shelving, administrative duties, and assisting with library programs. Contribute to the smooth functioning of the library and ensures a positive experience for library customers.

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)*

Customer Service

- Greet and assist customers, providing courteous and knowledgeable support in person, over the phone, and through email when required.
- Work mainly on the public floor of the library maintain visibility and accessibility to library customers.
- Answer inquiries, help customers locate materials, and provide information about library services and programmes.
- Assist Customers with retail transactions including ticketing, programme/ event registrations and other retail activities that may become available at the library.
- Assist customers with checking in and checking out materials, issuing memberships, and resolving account issues.
- Assist customers with technology access and device proficiency to ensure access for all. This includes being knowledgeable on a growing range of common e-devices, databases and subscription services the library offers.
- Support the digital literacy of staff and customers by modelling confident and capable use of digital platforms for communicating with staff, customers and the wider community.
- Assist in the customer management of customers in shared spaces including de- escalation, and enforcing behaviour expectations.
- Identify customers from vulnerable communities and ensure they are catered for and are able to use the library without barriers.

Shelving and Organisation

- Shelve and maintain the organisation of library materials, ensuring that items are correctly arranged and easily accessible.
- Conduct regular shelf-reading to identify and correct any miss shelved or missing materials.
- Assist with the weeding and discarding of outdated or damaged items.

Administrative Support

- Assist with routine administrative tasks, including data entry, maintaining customer records, and preparing reports.
- Assist in processing new library materials, labelling, and applying security measures as needed.
- Help with interlibrary loan requests and document delivery services.
- Maintain an up-to-date knowledge of appropriate policy and procedure, and apply it consistently.

Library Programs and Events

- Assist in planning, promoting, and conducting library programmes and events, such as story times, workshops, and author visits as directed by the customer responsiveness teams.
- Set up and provide support during events, ensuring a welcoming and engaging atmosphere for participants and third party delivery organisations.

Technology and Equipment

- Assist customers with using library computers, printers, copiers, and other technology resources.
- Troubleshoot minor equipment issues and guide customers in accessing digital materials and e-resources ensuring consumables are stocked and reporting any issues or maintenance to the Customer Experience Lead.

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 position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

NCEA level 3 or equivalent passes in English, Mathematics and Computing
Current New Zealand Drivers Licence

Desirable:

NZQA or tertiary qualification in a relevant field such as, customer service, front line reception
Recognised library qualification
LIANZA professional registration

Knowledge, Skills and Experience

Essential:

Strong commitment to customer service excellence and customer relationship management
Sound understanding of digital and technology trends with excellent digital literacy
A keen desire to share knowledge, train and educate
Excellent public relations, service delivery and communication skills including de-escalation techniques
High personal resilience in a public facing role
Ability to deal independently with a wide range of unpredictable questions and situations
Demonstrates sound judgement with understanding, respect and sensitivity to cultural diversity and customer types
Ability and willingness to engage with all customers with a particular focus to engaging the digitally shy
Familiarity with library catalogue systems and sound computer literacy
Attention to detail and the ability to maintain order and organisation in the library
Flexibility and adaptability to work in a dynamic and customer-focused environment
A passion for reading, learning, and a genuine interest in serving the community

Desirable:

Experience with vulnerable communities in a social services role

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.