



## Position Description – Community Library Service Centre Assistant

**This position reports to:** Customer Experience Lead, Library Services Lead, or the Performance Monitoring & Reporting Lead

**Career Level:** 9

**Position purpose:** As a member of the Arts Culture and Lifelong Learning Team, the Community Library Service Centre Assistant will be responsible and accountable for contributing to a welcoming, professional and responsive library/service centre service by:

- Working alongside of customers in Te Ara Ātea , the libraries/service centres, or on the Edge Connector vehicle out in the community and helping them to be aware of, connect to and use the wide range of resources and services available;
- Promoting reading and print and digital literacy, and working alongside people to support lifelong learning and discovery;
- Contributing to the successful delivery outreach programmes and library, Council and Heartlands services;
- Sharing in the day-to day operational tasks of the local team, or of the wider Arts, Culture and Lifelong Learning team.

### The key areas of responsibility include:

- **Customer Service:**
  - Actively promote and assist customers in the use of the full range of available resources and services;
  - Create a safe, welcoming and inclusive environment;
  - Engage with individuals and groups to build rapport, and demonstrate cultural awareness;
  - Provide quality information in response to customer enquiries and work dependably and accurately to support good customer service;
  - Resolve customer enquiries at the first point of contact where possible and, if not possible, ensure customers are confident and know and understand next steps required;
  - Promote self-service options to enable customers to self-serve confidently on future occasions;
  - Support customers to navigate complex or persistent issues, diffusing high-tension situations appropriately and safely and escalating matters where necessary;
  - Actively seek, record and ensure follow through on all customer feedback;
  - Enhance Council's reputation within the community.
- **Team Processes:**
  - Effectively follow library/service centre processes;
  - Confidently articulate and apply Council policies and required practices;
  - Maintain, display and promote library physical collections;
  - Undertake technology trouble-shooting and be able to show customers how to use digital resources and equipment;
  - Support other team members by appropriately undertaking all required operational tasks;
  - Use initiative to resolve problems before they escalate;
  - Ensure library/service centres are welcoming, attractive and safe environments for everyone to use and enjoy;
  - Accurately handle and record all financial transactions and any other tasks related to the collection and reconciliation of revenue;
  - Maintain data accuracy and integrity when using any information system, database/tools or other methods that rely on accurately capturing and logging customer information and/or queries.
- **Programme Delivery:**
  - Work with other team members to ensure the library is a welcoming and dynamic learning environment where customers can engage with lifelong learning opportunities and experiences;
  - Support the delivery of in-library and outreach programmes;
  - Promote Council's District-wide programmes and services to customers.

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- **Ongoing Skill Development:**

- Develop and maintain knowledge in areas including digital resources and technology, and library, Council and Heartlands (Central Government) services and resources;
- Continuously learn about and engage with current and future technologies;
- Achieve learning and skill development targets and support the development of other team members;
- Share learning and ideas for improvement with team members;
- Understand, interpret and clearly communicate all library/service centre policies, procedures and systems

**Direct reports:** Nil

**Indirect reports:** Nil

## Deliverables

### Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

### Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

### People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

### Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

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### Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.  
Required assistance may include:
  - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
  - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
  - Participate in any required Civil Defence exercises to ensure that essential services are maintained

### Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

### Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent digital and information literacy;</li> <li>• Excellent customer service, written and verbal communication skills, with at least 1 year’s relevant customer service experience;</li> <li>• Excellent literacy and numeracy skills;</li> <li>• Ability to effectively share skills and information with others;</li> <li>• Physical fitness to a level where able to perform repetitive tasks, lift and shelve books and push trolleys;</li> <li>• High personal resilience, initiative, and de-escalation skills;</li> <li>• Excellent teamwork, adaptability/flexibility, and ability to collaborate with a wide range of people (customers and colleagues) across a range of locations;</li> <li>• Learning agility to ensure skills are relevant for current and future work requirements;</li> <li>• Ability to deal independently with a wide range of unpredictable questions and situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a library environment, or in an education institution, or a museum, gallery or archive, or in busy customer service environment;</li> <li>• Experience in programme and events planning and delivery.</li> </ul>

### Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Business organisations and networks
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Special interest groups and committees
Council customers	Council staff	
Selwyn residents	Mayor	
External contractors	Elected Councillors	
Government Agencies (incl DIA, MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Elected Community Board Members	
Non-government agencies		

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> <li>42 points at NCEA level 3 (UE or equivalent)</li> <li>Possess a full driver's licence (unrestricted private motor vehicle) and be a confident driver</li> </ul>	<ul style="list-style-type: none"> <li>Working towards, or completed, a tertiary qualification</li> </ul>

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.