Position Description
CUSTOMER EXPERIENCE ASSISTANT - LIBRARIES

POSITION DETAILS	
TITLE	Customer Experience Assistant - Libraries
REPORTS TO	Team Leader Library Experience
LOCATION	Whakatāne District Council offices
DATE	June 2026
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

Provide a welcoming and helpful front-of-house service to customers, supporting people of all ages and backgrounds to access and use library spaces, resources and services. Assist with day-to-day library operations and support the delivery of programmes and activities that enhance the customer experience.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation is represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
CUSTOMER SERVICE & ENGAGEMENT	Provide friendly, welcoming and responsive service to all customers, building positive interactions at each contact. 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. Show customers how to use self-service tools and encourage independent use where appropriate. Diffuse high-tension situations appropriately and safely, escalating matters where necessary. Undertake desk shifts as rostered ensuring that all customers are welcomed and new customers are provided with an introduction to library services, resources and protocols. Ensure customers are well supported to utilise all library technologies including self-service kiosks, public access online catalogues, chrome-books, online resources and any other technologies and tools. Support customers to access Library and Council services, navigating literacy, learning and social vulnerability issues. Promote library services, programmes and events to customers as part of daily interactions

Library & Arts Services Delivery	Maintain clean, tidy and welcoming library and exhibition spaces, including setting up and refreshing displays. Carry out circulation tasks including issuing, returning, reservations and reshelving items. Assist with collection maintenance tasks such as shelving, stock rotation and identifying items for review Follow library policies, procedures and guidelines in day-to-day work Support the delivery of library services, programmes, events and promotions as required. Contribute ideas to improve the offering and services of the library, and to ensure that they are relevant, up to date and meet the needs of all customers.
Technology & Systems	Maintain data accuracy and integrity when using any information system, database/tools or other methods that rely on accurately capturing and logging assets, customer information and/or queries. Maintain working knowledge of library systems and common technologies to assist customers with basic queries. Take personal responsibility for maintaining knowledge of current technologies, Library activities and programmes.
Teamwork & Collaboration	Work collaboratively with Council and community teams, sharing your skills, knowledge, and experience to enhance community engagement and the customer experience. Contribute to the successful delivery of library services through active and constructive participation in the library team. Actively and positively participate in Library and Council wide projects and initiatives as required.
Financial & Administrative Tasks	Accurately handle and record all financial transactions and any other tasks related to the collection and reconciliation of revenue.
Health, Safety and Wellbeing	Ensure Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled. Accurately report all work-related hazards, incidents and accidents and implement any follow up corrective actions. Provide support, as required, to Health and Safety staff and General Manager to complete due diligence audits and other internal audits, assessments, and investigations. Regularly attend Health and Safety training, ensuring certification is current, as required. Ensure active worker participation and engagement in Council's health, safety and wellbeing practices and projects.
Additional Duties	Assist with emergency management events as instructed and attend relevant training in Civil Defence as required. Attend relevant training, as required. Complete other duties that may be required, in agreement with the line Manager.

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
▪ Library customers and visitors ▪ Volunteers	▪ Arts and Culture team ▪ All staff

PERSON SPECIFICATION

QUALIFICATIONS	NCEA (Level 2) and or equivalent experience.
EXPERIENCE	1+ years' experience in customer-focused roles such as retail, hospitality, recreation or similar environments. Proven ability to work with a wide range of people and deliver a positive customer experience. Experience working as part of a team in a busy environment.
KNOWLEDGE, SKILLS AND ATTRIBUTES	Friendly with a passion for our community and delivering a great customer experience. Technology savvy and confident in the use of standard online tools, media, and common digital technologies. Flexible, motivated, well organised with an eye for detail. Willing to engage in a Te Reo journey and participate in enhancing the visibility and use of Te Reo and Te Ao Māori in our workplace. Excited to participate in and help deliver a diverse range of programmes from children's story times to community-focused events. A good communicator who can build rapport with people from a wide range of backgrounds. Operates with integrity and takes accountability for own actions. Ambitious, takes on challenges with positivity and enthusiasm. An effective team player, cooperative and engages with others to share the workload and achieve goals. A high degree of motivation with a willingness to embrace opportunities. Capable of dealing with the public in a confident, calm and friendly manner that brings credit to themselves and the Council.
OVERALL	This role requires the ability to stand and move around for extended periods (up to 4 hours or more) and carry out frequent physical tasks, including bending, reaching, lifting and shelving library materials throughout the day. Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description. Able to work overtime and weekends should this be required. Full clean current drivers' licence.

I, _____ agree and accept the duties and responsibilities captured in this position description.

_____ _____

Employee signature **Date**

Our vision and values

Tō tātau matakitenga me ngā wāriutanga

OUR VISION ***Te matakitenga***

Better Together *Toitū te Kotahitanga*



OUR VALUES ***Ngā wāriutanga***

We put people at the heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We are always learning and improving
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about our environment
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are passionate and proud
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together

We work as one team
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

WHAKATĀUKI

**Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.**

***Take away the heart of the flax bush
and where will the bellbird sing?
If you ask me what is the most
important thing in the world
I will tell you, it is people,
it is people, it is people.***

whakatane.govt.nz

WHAKATĀNE District Council Kia Whakatāne au i ahau