

## POSITION DESCRIPTION

**TITLE:** CUSTOMER SERVICE ASSISTANT  
**LEVEL:** 2  
**DEPARTMENT:** CITY LIFE

### **CORE VALUES:**

The Organisational Vision “a high performing capital city valued by its community” supported by 5 core values: respect, accountability, diversity, innovation and integrity, further assist in the achievement of the City of Darwin’s vision. This drives our culture by focussing on improvement, acting with integrity, being accountable and ensuring we communicate with clarity.

### **POSITION OBJECTIVE:**

To ensure the City of Darwin is a high performing capital city valued by its community, the main objective of this role is to provide a consistent high quality customer service to library customers at all four (4) library service points.

### **KEY RESPONSIBILITIES:**

- Engage, support and connect library users with services, resources and activities.
- Assist customers in the library with general enquiries and the use of technology.
- Support customers in the use of PCs and self-serve technology.
- Operate the library management system.
- Explain procedures and regulations to library customers.
- Assist customers in the use of e-books.
- Participate in library activities and attendance at special events.
- Participate in staff development activities including internal and external training.
- Maintain order of library collections through shelving, sorting, and shelf reading.
- Commitment to uphold and promote councils vision for making Darwin a high performing capital city valued by its community by behaving in a manner consistent with Council’s Core Values.
- Comply with health and safety responsibilities as set out in legislation and Council’s Standards on WHS Duties and Responsibilities.
- Undertake any other duties within the skill and scope of the position, as directed.

### **ORGANISATIONAL RELATIONSHIP:**

- Reports to the Manager Library at the library service point that you report for duty.

### **REQUIREMENTS OF THE POSITION:**

- Possession of a Class C Drivers Licence.
- Possession of an Ochre Card.
- Successfully complete a pre-employment medical assessment.
- Ongoing weekend availability is essential.
- Hours of work are 4 hours daily Monday to Friday and every alternative Saturday and occasional.



**SELECTION CRITERIA:**

SC1	Demonstrated customer service experience and the ability to deliver exceptional service to the wide range of library users.
SC2	Demonstrated interest and enthusiasm for working in a dynamic, community focused, technology driven public library environment.
SC3	Demonstrated understanding of the internet, computers, websites, and current IT trends.
SC4	Demonstrated previous experience working effectively in a team environment.
SC5	Good verbal communication and interpersonal skills.

I, \_\_\_\_\_ do hereby declare that I have read and understood this document and am fully aware of my obligations. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

**APPROVED: General Manager City Life**

**Date: September 2017**



## **SALARY PACKAGE LEVEL 2**

**\$66,768 (Step 1) - \$72,289 (Step 4)\*\* (approx)  
(including super and allowances)**

Base rate (step 1)	\$58,528 (\$31.05 per hour)
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Super 9.5%	\$5,560
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Leave Loading (6 weeks @ 17.5%)	\$1,182
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### **District Allowance**

No Dependants	\$1,498
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Dependants	\$2,611
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### **Total:**

No Dependants	<b>\$66,768 (approx) step 1**</b> <b>\$71,176 (approx) step 4</b>
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Dependants	<b>\$67,881 (approx) step 1**</b> <b>\$72,289 (approx) step 4</b>
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\*\*Positions are started generally at step 1 of the salary range and progress on the employees anniversary to the next step (subject to satisfactory performance). Super and allowances increase accordingly. District allowance does not increase