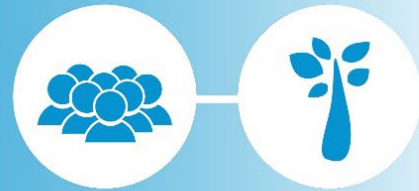


# POSITION DESCRIPTION

## Library & Customer Services Officer



### About the position

#### Profile

Position title	Library & Customer Services Officer
Position number	0684
Department	Customer Experience & Library Services
Current location	Wallumbilla
Classification	Queensland Local Government Industry (Stream A) Award – State 2017 – Level 3
Reports to	Cobb & Co Changing Station / Regional Lead Librarian (0219)
Date last reviewed	02 July 2025

#### Purpose

To deliver exceptional frontline Council and library services at a multipurpose community facility, supporting access to Council programs, resources, and digital literacy, while ensuring high-quality customer experiences across all interactions.

#### Key responsibilities

##### Library Services

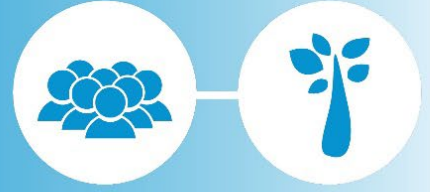
- Provide circulation, membership, and collection services in line with State Library of Queensland and Council procedures.
- Assist with library programming for diverse age groups, including early literacy, digital help, and community education.
- Support patrons in accessing public computers, Wi-Fi, printing, and online resources.
- Maintain accurate records and statistics to meet reporting and compliance requirements.

##### Customer Service

- Serve as a first point of contact for general Council enquiries, including customer request logging and issue resolution.
- Maintain accurate records and statistics, and ensure information is correctly recorded in Council's records and customer request systems.
- Process payments and receipting for Council services (e.g. rates, licenses, registrations).
- Provide high-level service aligned with Council values, promoting positive community interactions.

# POSITION DESCRIPTION

## Library & Customer Services Officer



### Facility Operations & Room Hire

- Support room hire bookings using the Bookable platform.
- Coordinate customer inductions, key handover, and basic event preparation.
- Assist in opening and closing of the facility in coordination with other staff.

### Relief and Support Duties

- Provide basic support to the Tourism and Community Services Officer during breaks and absences (e.g. greeting visitors or providing basic information).

### Workplace Health and Safety

- Report unidentified Health & Safety hazards and any associated risks.
- Assist with Health & Safety risk elimination and/or risk reduction strategies.
- Participate in Council's Health & Safety Management System requirements.
- Comply with reasonable direction with regard to Health & Safety.
- Take reasonable care of your own Health & Safety.
- Ensure your own acts or omissions do not adversely impact the Health & Safety of others.

### Other

- Undertake duties within the skill level, competence and training, consistent with the applicable level within the Award, in any area of Council as required.
- Assume the accountabilities and responsibilities as per the relevant role dimensions and delegations for the position.
- Undertake opening and closing of the center (excluding Calico Cottage area and the commercial kitchen space).
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals:

#### Our values

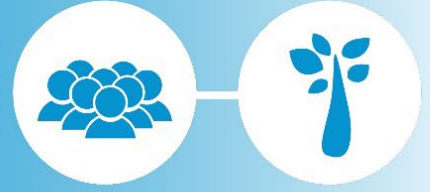
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

#### Our teams' goal

- ✓ **Quality** in our services and projects
- ✓ **Safety** of our teams and community
- ✓ Management of our natural and built **Environment**
- ✓ **Affordability** of our current and future communities

# POSITION DESCRIPTION

## Library & Customer Services Officer



### About the person

#### Qualifications and licences

##### Mandatory qualifications and licences

To be successful you will need to demonstrate that you meet the below mandatory requirements for the role:

- Ability to obtain a Blue Card if required for library programming
- Current C (Car) Class Driver Licence

#### Required skills and experience

- Strong customer service and interpersonal skills.
- Experience in library or customer-facing environments desirable.
- Confident using Microsoft Office and internet-based platforms.
- Organised and capable of working independently and collaboratively.
- Committed to Council values including transparency, respect, and innovation.