

Job Description

Position Details			
Title	Customer Service Assistant	Position #	S11112 S11115 (PT) S11090 (PT) S12449 (PT) S10340 (casual)
Grade	4	Band/Level	1/3
Directorate	City Performance	Department	Library Services
Team	Ulladulla Library & Visitor Services	Location	Ulladulla Civic Centre & Milton Library
Status/Type	Permanent, Full-Time/Part-Time and Casual positions	Hours	35 hours (FT) 17 hours (PT) 21 hours (PT) 15 hours (PT)
Reports to	Ulladulla Customer & Community Resources Manager	Supervisor Position #	S10141
# of Direct Reports	Nil	# of Indirect Reports	Nil
Applicable Allowances	Nil	Vehicle - Operational or Leaseback (discretionary benefit)	Nil

Primary Purpose of the Position

- To deliver prompt, courteous and efficient visitor information and library services to the customers of the Milton Library and the Ulladulla Library and Visitor Information Centre
- To assist in the operations of the libraries and Visitor Information Centre

Selection Criteria

Essential Qualifications, Licences and Experience

- Library services experience
- Knowledge of the local area and its attractions
- HSC or equivalent
- Proof of Australian residency or citizenship

- Class C Driver's Licence
- NSW Working with Children Check

Essential Teamwork and Customer Service Skills

- Ability to consult, share information and work collaboratively
- Ability to demonstrate customer service values

Essential Technical Skills

- Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines
- Demonstrated competence with software applications and the ability to trouble shoot technical and digital issues
- Experience in financial transactions

Desirable Criteria

- An understanding of the local government environment.
- First Aid Certificate

Principle Duties and Responsibilities

Role Specific Duties and Responsibilities

- Work as part of the Branch team to provide a high standard of customer service and a safe working environment.
- Complete all library duties as required, undertaking an equal share of tasks.
- Complete Visitor Centre duties including displaying stock and maintenance of brochures and other tourism related materials.
- Assist customers with:
 1. Information enquiries, referring complex enquiries appropriately.
 2. Public access technology and equipment.
 3. Access to Council services and facilities
- Process financial transactions using Point of Sale (POS) System
- Open and close the facility in accordance with Council procedures
- Support the Branch Manager as required
- Child safety is a critical element of this role through preventing, recognising, responding to, and reporting of child safety reports or concerns.

Shoalhaven City Council's Statement of Commitment to being a child safe organisation:

- Shoalhaven City Council is a Child Safe Organisation that recognises and advocates for the rights of children and young people and are committed to providing a safe workplace.

Fraud Prevention

- Identify and report any suspicious activities or potential fraud encountered during interactions with the public.

Overall Corporate Responsibilities

- Adhere to Council plans, policies, procedures, and Code of Conduct
- Conduct oneself in accordance with Council's Core Organisational Values - **Respect, Integrity, Adaptability & Collaboration.**
- Work in alignment with the objectives identified by Council and your team.

- Exhibit positive behaviours by showing initiative, taking responsibility for own actions and disclosing issues of ethics and probity.
- Support continuous improvement by identifying improvements to processes and practices and supporting change.
- Contribute to work area planning and prioritise workloads to meet deadlines.
- Work within budget and time constraints to optimise outcomes while balancing resource requirements.
- Maintain all certificates, licences and operative training required for the position.
- Understand, adhere, and promote all Workplace Health & Safety policies and procedures.
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.
- Build rapport with internal and/or external customers; be friendly, co-operative & helpful.
- Manage records in accordance with the State Records Act & Council's Records Management Policies; ensure that all appropriate records are captured into Council's recordkeeping system efficiently and effectively.

Other Information

Award / Agreement

Local Government (State) Award

Span of Hours

8:00am to 9:00pm

Spread of Hours

Monday to Sunday

Arrangement of Hours

Up to 35 hours within one week provided that at least two days off shall be granted

Pre-Employment Requirements

WWCC Required Y/N:	Y	Police Check Y/N:	N
Pre-employment medical category:	Medium	Qualification Check Y/N:	Y

Date last reviewed:

September 2026

***This job description is to be read and interpreted in conjunction with your contract of employment. Where there is any inconsistency between this job description and your contract of employment your contract of employment will prevail to the extent of the inconsistency.*

Council, as the employer, may direct you to carry out duties that are within the limits of your skill, competence, and training and that may not be described in this job description.