

Position Description

Role Title:	Centre Services Officer	Level:	WDRC Non-Operational Staff Certified Agreement Level 2 Hourly Rate \$46.41 (Step 1) - \$49.81 (Step 4) plus superannuation
Division:	Community and Liveability	Vacancy Reference:	1422
Department:	Communities	Position Status:	Casual
Section:	Library Services	Location:	Dalby
Reports to:	Library Delivery Supervisor	Revised:	August 2024

Role Overview

The Centre Services Officer is responsible for delivering Library and Centre Services primarily at the Dalby Library.

Key Responsibilities

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- (1) Providing professional, polite and attentive services to the community and other council departments in a positive and welcoming manner.
- (2) Providing a high level of customer service in Libraries and other Council services as required.
- (3) Engaging with a wide variety of community groups and individuals to establish networks and deliver public programs through Libraries and the Community Department.
- (4) Provide a timely, effective and accurate level of service including financial records, documentation, record-keeping, transactions, and reporting.
- (5) Enabling positive relationships both internally and externally with staff, supervisors, management, community groups and customers.
- (6) Providing a quality Library service including reader advisory and circulation.
- (7) Supporting the development and delivery of regional library and cultural projects, public programs and initiatives (including early literacy, digital literacy, multicultural programs, youth and families, and lifestyle/learning programs).
- (8) Operating well in a single staff environment with minimal supervision as well as part of a larger facility with multiple team members.

Critical Competencies

Suitability for this position will be based on experience, application, achievement, and potential in the following critical competencies as they link to the key responsibilities for this position.

Proven/Demonstrated experience in:

- (1) Accurate cash handling, receipting and reporting.
- (2) Providing a quality customer service experience.
- (3) Being able to communicate effectively with a wide range of people in both written and oral form.
- (4) The effective use of a wide range of technology including business applications (such as Microsoft Office) and personal technology such as mobile devices; online applications; and social media.
- (5) Having the ability and appetite to adapt to the use of new technology as and when it is implemented.
- (6) Being able to work as a member of a high performing team.
- (7) Respect and understanding for the benefits of diversity in the community and the workforce.
- (8) The ability to meet deadlines and appropriately identify, prioritise and manage multiple tasks efficiently.

Required Knowledge / Qualifications

A person in this position will need no formal qualifications but will have a demonstrated ability to perform a wide range of duties with particular focus on Library and customer service, digital literacy and teamwork. It is also required for the successful candidate to have a current C class Queensland Drivers Licence and must have or be able to obtain a working with children blue card. The applicant must complete a National Criminal History Police Check.



Mandatory Vaccinations (or a valid and verifiable contraindication) are to be evidenced when requested by Council.

Our Organisation

Western Downs Regional Council is a dynamic organisation committed to providing outstanding service to the local community. Everything we do is underpinned by our positive culture and internal brand which includes being an organisation that cares about its people and their safety, is future focused and strives to make a real difference to our community. Our behaviour reflects our organisational values: **Communication, Leadership, Respect, Balance, Team Work, and Accountability.**

Culture Statement

Here at Western Downs Regional Council - It's The People That Make It! We act as one, committed to empowering productive teams with our people enjoying high levels of personal job satisfaction.

Safety First

Western Downs Regional Council is committed to fostering a Safety First work environment that eliminates or manages hazards that have the ability to cause injury or illness to our employees, communities, assets and customers. Council's Safety First values include pre-employment medicals and random drug and alcohol testing.

Fraud Statement

Council has zero tolerance towards fraudulent and corrupt conduct and is committed to the prevention and detection of these activities, and to high standards when dealing with breaches and wrongdoing.

Human Rights

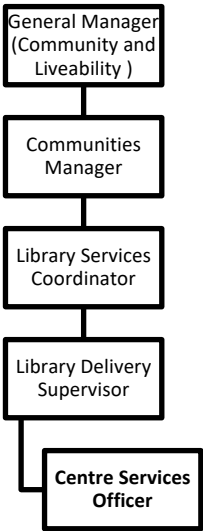
Western Downs Regional Council is committed to protecting and promoting human rights and to building a culture within Council that respects and promotes human rights and as such will respect, protect and promote human rights in our decision making and actions.

Risk Management

Council creates an environment where all staff will be aware of and take responsibility for, managing risk.

Additional Information

- This position has no financial delegations - refer to the delegations register.
- The reporting relationship for this position is shown below:



Employee Signature

Name: [candidate_name] **Signature:** [acceptance_status] **Date:** [acceptance_date]

