

Position Description

Role Title:	Library Services Officer	Award, Level:	WDRC Non Operational Staff Certified Agreement Level 2
Division:	Community & Liveability	Vacancy Reference:	1097
Department:	Communities	Position Status:	Full Time
Section:	Library Services	Location:	Tara
Reports to:	Library Delivery Supervisor	Revised:	September 2025

Role Overview

Operating from within the Communities Department, you will deliver Library services and public programs at Tara Library and other Council operations as directed.

Key Responsibilities

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

- (1) Providing a quality Library service including reader advisory, circulation, collection maintenance, support for digital inclusion and delivery of public programs.
- (2) Providing professional, polite and attentive services to the community and other council departments in a positive and welcoming manner.
- (3) Providing a high level of customer service in Libraries and other Council services as required.
- (4) Engaging with a wide variety of community groups and individuals to establish networks and deliver public programs through Libraries and the Community Department.
- (5) Providing a timely, effective and accurate level of service including financial records, documentation, record-keeping, transactions and reporting.
- (6) Enabling positive relationships are maintained both internally and externally with staff, supervisors, management, community groups and customers.
- (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) Make a positive and valued contribution to a high performing team with a culture of collaboration and respect.
- (9) Other duties as directed from time to time.

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) High to very high level of digital literacy with an appetite for early adoption and application of emerging technology trends.
- (2) Providing a quality customer service experience.
- (3) Being able to communicate effectively with a wide range of people.
- (4) Accurate cash handling, receipting and reporting.
- (5) Being able to work as a member of a high performing team.
- (6) Being able to effectively plan activity so required tasks are completed on time.
- (7) The ability to meet deadlines and appropriately identify, prioritise and manage multiple tasks efficiently.

Required Knowledge / Qualifications

- (1) 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 customer service, public programming, community engagement and teamwork.



- (2) A current driver's license is essential for this role as travel is required.
- (3) The successful applicant will have or be able to obtain a working with children blue card.

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

Our Organisation

Western Downs Regional Council (WDRC) 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

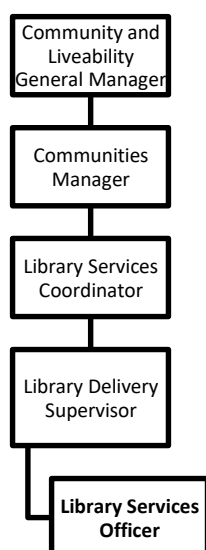
Western Downs Regional Council is committed to protecting and promoting human rights, and to building a culture within Council that respects and promotes human rights and as such will respect, protect and promote human rights in our decision making and actions.

Risk Management

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

Additional Information

- The current financial delegation for this position is nil.
- To apply for this position, submit an application including a cover letter and resume online via Council's website or www.seek.com.au
- Attendance at offsite training or organisational duties may be required.
- The reporting relationship for this position is shown below:



Employee Signature



Name: [candidate_name]

Signature: [acceptance_status]

Date: [acceptance_date]

