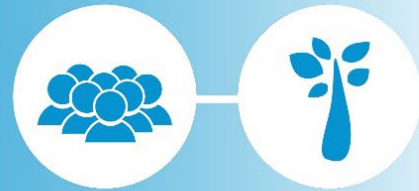


POSITION DESCRIPTION

Library & Customer Services Officer



About the position

Profile

Position title	Library & Customer Services Officer
Position number	0682
Department	Customer Experience & Library Services
Current location	Surat
Classification	Queensland Local Government Industry (Stream A) Award – State 2017 – Level 3
Reports to	Coordinator Library Services
Date last reviewed	12 August 2025

Purpose

To be a welcoming and knowledgeable first point of contact for the community, fostering access to learning, culture, and essential services.

This role plays a central part in delivering library programs and resources that inspire curiosity and support lifelong learning. It also ensures the community can confidently access government services through QGAP and Centrelink, and helps share the stories, attractions, and heritage of the region through cultural and tourism support.

Key responsibilities

Library Services – Core Focus

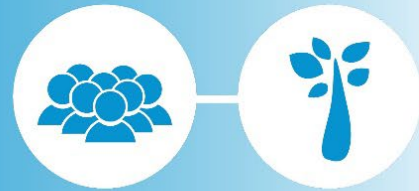
- Deliver circulation, membership, and collection services in accordance with State Library of Queensland and Council procedures.
- Plan and facilitate local delivery of regional library programs (e.g., First 5 Forever, digital literacy workshops, author events).
- Support public access to computers, Wi-Fi, printing, and online resources, providing basic technology assistance.
- Maintain accurate statistical records and contribute to reporting requirements.
- Create a welcoming, inclusive, and safe library environment.
- high quality library services in accordance with Council processes and systems.

QGAP & Centrelink Services – Substantial Focus

- Deliver QGAP and Centrelink services in line with agency protocols and compliance requirements.
- Assist customers with forms, applications, and service information.
- Maintain up-to-date knowledge of relevant systems and processes.
- Ensure sensitive client information is handled securely and confidentially.

POSITION DESCRIPTION

Library & Customer Services Officer



Gallery, Museum, Aquarium & Tourism Support – Complementary Focus

- Provide friendly customer service to visitors accessing the Surat on Balonne Gallery, Cobb & Co Store Museum, and Balonne Freshwater Aquarium.
- Assist with basic tasks such as opening/closing spaces, monitoring exhibits, replenishing promotional materials, and keeping areas presentable.
- Provide visitor information services, including directions, local attraction recommendations, and event information.
- Assist with merchandise sales, handling payments, and basic stock replenishment in line with Council procedures.

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

- Action customer requests and correspondence in Council's record and customer request systems.
- Ensure the facility is presented to a high standard, with relevant marketing material available.
- Uphold Maranoa Regional Council values, workplace health and safety obligations, and team goals. Duties within the skill level, competence and training, consistent with the applicable level within the Award, in any area of Council as required.

Our values

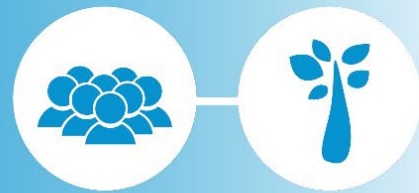
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

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:

- Current C (Car) Class Driver Licence
- A current work with Children Check (Blue Card) (or ability to obtain upon commencement)

Required skills and experience

Mandatory

- Demonstrated commitment to providing high-quality customer service across diverse community needs.
- Strong interpersonal and communication skills, with the ability to engage effectively with people of all ages, backgrounds, and abilities.
- Proven ability to work independently in a small-team or sole-charge environment, managing multiple service areas.
- Competence in using computers, the internet, and common software applications, with the ability to quickly learn specialised systems.
- Attention to detail and accuracy in handling records, cash, and confidential information.

Desirable

- Experience working in a public library environment, including knowledge of library management systems, circulation processes, and reader advisory skills.
- Knowledge of QGAP and Centrelink processes, or experience delivering government agency or customer-facing services requiring strict confidentiality and compliance.
- Experience in a tourism, visitor information, or retail environment, including point-of-sale and basic stock management.
- Understanding of basic gallery or museum operations, including customer interaction and maintaining presentation standards.