

Casual Library Assistant

Position Outline

Position	Library Assistant
Work Location	23 West Street, Library
Directorate	Community Services
Section	Library Services
Reports to	Coordinator, Library Services
Hourly Rate	\$32.291034 + casual loading
Classification	Level 1, Mount Isa City Council Certified Agreement 2018
Engagement Type	Casual, Ongoing

POSITION OBJECTIVE

To assist the City Library in the provision of an efficient and high standard of service to the Library's clientele to ensure an effective flow of information is provided to the community.

Council's City Library is open 6 days a week with a rotating roster for Saturday work requirements. To be successful for the position, you will be a motivated individual with flexible availability to cover a range of shifts from Monday to Saturday.

POSITION REQUIREMENTS

- Previous experience working in libraries and/or familiarity with automated library systems would be desirable.
- Have excellent customer service skills and the ability to handle conflict in an unassuming manner and be solution focused.
- A genuine interest in working within a Library environment and assisting the general public with queries.
- A genuine interest in assisting in various library programs, e.g. story time and children's activities.
- Sound computer skills to utilise Council's computer-based point of sale system and Microsoft Office suite.
- Ability to work in a small team effectively and share relevant information with other team members.
- A can-do attitude
- Time management skills with the ability to meet deadlines.
- Industry Blue Card (Working with Children) is essential.
- Certificate II / III in Library Services is desirable.
- Current QLD "C" class Driver's Licence.

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- Undertake library duties such as shelving, circulation desk duty, book maintenance.
- Undertake general reception, telephone answering duties, data input and basic word processing.
- Assist borrowers to locate information and library materials.
- Cataloguing both copy and original, processing new items, displays, reservations and new book lists.
- Provide reference and customer services in both face-to-face situations and on the telephone.
- Apply Council work practices, policies, procedures and guidelines in meeting the expectations and requirements of Council's customers.
- Explain rules and operation of the library to new borrowers.
- Ensure accurate and up to date information is provided to the public at all times.
- Assist with reference queries as required.
- Actively participate in programmed story telling sessions on a rostered basis, others as required.
- Support customers in the use of self-serve technologies, computers, tablets and mobile devices, including eBooks.
- Assist in planning, preparing and conducting library activities and programs for adults, children and youth.
- Assist with the promotions and activities to enhance library image and increase collection usage.
- Collect and collate front counter statistics.
- Handling of monies on a daily basis as required.
- Participate in a Saturday roster.
- Assist the Coordinator of Library Services and undertake other duties as directed.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.

KEY PERFORMANCE INDICATORS

- All assigned tasks completed professionally and on time.
- Consistently meets corporate obligations.
- Promotes and complies with council policies and procedures.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

WE AT ISA...

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

Please provide the following information to the panel to assess your suitability:

- Write a maximum 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	1 June 2011
Review Date	11 April 2024
Contact	Brian Atherinos, Manager Economic and Community Development
Closing date	26 April 2024