

Position Description

Library Customer Service Officer



Position:	Library Customer Service Officer (1043)
Division	Community, Culture & Libraries
Band/Grade:	Local Government (State) Award: Band 1 Level 3 Grade 5
Reports to:	Manager Community, Culture & Libraries
Location:	Moree Community Library, Moree
Reviewed:	January 2026

POSITION PURPOSE

The Library Customer Service Officer is responsible for delivering a professional, courteous, and user-focused service to the diverse community of the Moree Plains Shire. This Community-facing position provides prompt and effective assistance in navigating library collections, digital applications, and information technology to achieve positive outcomes for all library users. The role further provides operational and administrative support, including financial transactions, collection maintenance, and the delivery of community programs, to ensure the library meets its commitments to Council, stakeholders, and the community. This position is instrumental in maintaining a safe, welcoming environment and promotes Council's commitment to literacy, technology, and a positive public image.



KEY DUTIES AND RESPONSIBILITIES

1. Deliver a professional and courteous service to customers based on knowledge of library collections. This includes administering memberships (including lending, renewals and overdue notices), responding to enquiries, assisting users in locating and obtaining information and resolving complaints, referring to specialist employees when necessary.
2. Coordinate and prioritise day-to-day library tasks, design displays and ensure service points are neat, safe and provide a welcoming environment for both users and employees.
3. Manage financial transactions, including receipting, reconciling daily monies, balancing cash drawers and generating reports.
4. Maintain accurate records of business activities and decisions in the Corporate Record Management system.
5. Maintain up-to-date knowledge of Library Management Systems and corporate digital storage systems.
6. Actively contribute to a positive team environment by participating in planning and employee meetings, attending professional development and training opportunities and participating in annual performance reviews.
7. Assist patrons to access and use the internet, public computers, Wi-Fi and digital library applications and support users in accessing the online library catalogue and self-service kiosks.

8. Contribute holistically to the implementation of Moree Plains Shire Council's legislative and business compliance obligations and adhere to Work Health and Safety (WHS) policies by promptly identifying and reporting hazards and incidents as they arise.

**Please note duties and responsibilities may vary from time to time as operational needs arise, on direction from the manager.*

Behaviours and personal attributes:

- Collaborative
- Respectful
- Organised
- Adaptable
- Approachable and friendly

Key relationships

- Community, Culture and Library Services teams.
- Internal and external stakeholders Including community members.

SELECTION CRITERIA

Essential Criteria:

1. Minimum Certificate III in Business Administration and/or relevant work experience in the administration support and customer service or similar role.
2. Outstanding written and verbal communication skills, including the ability to communicate with a wide range of stakeholders.
3. Prior experience working in public or academic library services and/or demonstrated skills in high-volume customer services environments.
4. Proven ability to work effectively as part of a team and adapt within environment of changing priorities.
5. Proficiency in Microsoft Office Suite and digital literacy across various platforms, with the ability to support users with unfamiliar platforms and resources.
6. Sound problem-solving and decision-making skills with the ability to work with minimal supervision.

Desirable Criteria:

1. Previous Local Government experience.
2. Qualifications in library services and previous experience with Spydus Library Management System administration.
3. Class C Drivers Licence.

Pre-employment checks:

1. Pre-employment medical which may include drug and alcohol testing.
2. Working with Children Check

COUNCIL ACCOUNTABILITIES

- To comply with legislative requirements.
- In accordance with the Workplace Health and Safety Act, employees must take all reasonable care for their own safety and the safety of others in the workplace.
- Comply with Council's plans, policies, procedures and Code of Conduct.
- To understand, adhere and promote Council's Equal Employment Opportunity (EEO) and diversity policies and procedures.
- To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your role.

COUNCIL VALUES

Moree Plains Shire is a strong, robust community providing a relaxed, healthy and harmonious lifestyle. Our economy supports the local region and preserves the important environmental qualities of our area. We are committed to playing our role in helping build the community we want for our future and leading the way in fostering a healthy, positive and well-resourced community.

S	H	A	R	P
Safe Prioritise the safety of our team members, contractors, community and environment.	Helpful Take the initiative to help. Offer solutions. One team.	Accountable Take ownership. Have the courage to call things out. Keep others accountable.	Respectful Mutual Respect. No time for disrespect.	Productive Push for results. Drive with urgency. Focus on quality.

These behaviours, in combination with further expectations and requirements outlined in Moree Plains Shire Council's internal Policies and Code of Conduct, apply to all employees of Council.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description and my delegations. As the incumbent, I agree to work in accordance with the position requirements and will abide by Council's policies, procedures and values. I understand this role description is designed to guide the responsibilities and activities undertaken and acknowledge the organisation, in response to changing priorities, may vary responsibilities from time to time.

Signature:

Date: