

# POSITION DESCRIPTION



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**POSITION TITLE:** Library Branch Assistant  
**CLASSIFICATION:** Band 3  
**UNIT / DIVISION:** Community Care / Regulatory and Community Services

**HUMAN RESOURCE MANAGER:** .....  
*Signature & Date*

**GENERAL MANAGER:** .....  
*Signature & Date*

**INCUMBENT:** .....  
*Signature & Date*

.....  
*Print Name*

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## **POSITION OBJECTIVES**

As part of the Community Care Team, the Library Branch Assistant will provide high quality customer service and assist the Branch Librarian to enable the effective day to day functioning of the library branch.

## **KEY RESPONSIBILITIES**

- Actively promote and participate in library programs and events
- Ensure library resources are maintained in a clean, safe and tidy manner
- Provide effective and helpful customer service including circulation assistance, accessing library collections, other library services and technology
- Complete basic financial transactions for fines and any other incoming monies
- Provide support to the Branch Librarian as required

## **ORGANISATIONAL RELATIONSHIPS**

Reports to: Branch Librarian

Supervises/Manages/Coordinates: Junior Branch Assistants  
Volunteers

Internal Liaisons: Library Services Manager  
Community Care Manager  
General Manager Regulatory & Community Services  
All staff

External Liaisons: Members of the public

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### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Must not commit to any expenditure without consultation with supervisor
- Provide information and support to senior employees and clients
- Perform work within specific guidelines, policies, procedures and under general supervision
- Seek assistance for decisions on any matter which could have an effect on Council policies and procedures

### **JUDGEMENT AND DECISION MAKING**

- Work within Council's administration systems, policies and procedures
- Act under the guidance of the supervisor
- Guidance and advice is always available

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Knowledge of the legal and legislative requirements of the role within the team and the wider organisation
- Ability to operate computer systems including Microsoft Office suite

### **MANAGEMENT SKILLS**

- Basic skills in managing time, planning and organising own work to efficiently achieve specific objectives within a set timetable
- Provision of guidance, advice and training on routine technical, procedural or administrative matters

### **INTERPERSONAL SKILLS**

- Strong written and oral communication skills
- Work positively within a team environment

### **QUALIFICATIONS AND EXPERIENCE**

#### **Mandatory**

- Certificate III in Library and Information Services or previous experience working in a public library environment
- Current national police check
- Valid driver's licence

#### **Key Selection Criteria**

1. Relevant qualifications and experience
2. Knowledge or interest in current reading trends
3. Demonstrated experience in providing excellent customer service
4. Experience communicating with a diverse range of people

**Other Prerequisites** – Applicants must have a valid Australian visa with work rights and hold an Australian Driver's Licence.