



Position Description

Position Title: Customer Services Librarian

Tenure/Hours: Permanent Full Time
40 hours per week
On call for emergency operations

Position Summary: This role delivers knowledgeable, friendly, and professional customer service for the Council's library and front-of-house operations, ensuring a positive experience for the community. We are dedicated to being available, engaged, and responsive to customer needs. Additionally, this position actively promotes Libraries Tararua and the wider Tararua District. Occasional cover at other Library/Service Centre locations may be required.



COUNCIL MISSION

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua



DISTRICT VISION

Vibrant, connected communities where our land and waters are nurtured and our people flourish.

Mā te whenua, mā te waiora tatou e ora ai hei hapori ngangahau hei hapori honohono hoki.

What you will do

- Assist with all patron/customer enquiries.
- Provide lending and reader's advisory services to the community alongside an information request service.
- Assist patrons to use technology and software applications provided for public use
- Assist customers with the completion of Council applications and forms. Assist customers with enquiries, bookings and invoicing for Council facilities. Log complaints into the CRM system (Customer Requests – Complaints/Faults). Forwarding messages to the appropriate staff member as required.
- Assist with delivery of holiday and literacy programmes or one-off events as appropriate. You will work with schools and community groups to promote the role of library services in the community.
- Receipt monies received, preparing, and submitting daily banking.
- Become familiar with the branch library collections. Assist with collection management tasks. Accept donations to the collection adhering to the Collection Development and Maintenance Policy.
- Maintain a high standard of customer and public relations that meet the needs and expectations of the Community while maintaining the functionality, presentation, and security of the service.
- Reporting tasks eg: library usage, services and programmes participation.
- Actively contribute to the Library Planning process and to focussed initiatives that reflect the Library's vision and values.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

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- Confident and experienced in front line/customer service delivery.
- Knowledge of modern Library & Customer Service systems and technologies, and generic office applications (Microsoft suite)
- Accurate & timely data entry skills.
- Excellent listening skills, able to identify and clarify needs and pass on information.
- Strong communication and interpersonal skills with a commitment to teamwork.
- Experience dealing with difficult customers.
- Ability to work closely with team to understand and achieve high quality service delivery outcomes.
- Willingness to keep up to date with professional development and technology.
- Current full drivers' licence

Desired

In addition to the required fields, there are also a number of competencies where an expert level of knowledge/experience is desired.

- Knowledge of the Tararua District
- Local government experience
- Experience working in a public library.
- Interest in reading.

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold the principles of Te Tiriti o Waitangi, commit to our partnerships with mana whenua and increase our knowledge of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines

Group Manager - People, Capability, & Customer Services



District Librarian



Customer Services Librarian

Additional Information

Delegations

Number of people reporting to the role	0
Financial delegation	\$1,000
Contract delegation	n/a
Statutory delegation	n/a

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved: (Manager/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: