



Position Description

Senior Technical Services Officer

Position Description

Senior Technical Services Officer

Directorate:	Community & Development	Group:	Community Connections
Position No:	CB0605	Classification:	Level 3
Position Status:	Part-time	Location:	Civic Centre
Responsible to:	Coordinator Cataloguing and Acquisitions		
Direct Reports:	Volunteers	Last Reviewed:	September 2024

Position Overview

The Senior Technical Services Officer plays a vital role in ensuring high-quality customer service that is inclusive, equitable, and accountable. This position supports community members in accessing both physical and virtual library resources and services, assisting them make the most of the Library's offerings. The Officer will actively contribute to the daily operations of the library, collaborate with the team, and, when required, supervise and support staff, trainees, and volunteers while managing shift operations.

Specific Position Requirements

- Some out of hours work may be required in order to meet the requirement of the role as approved by your line manager.
- Required to work a flexible roster including Thursday evening, Saturday and Sunday as mutually agreed.
- An unencumbered South Australian Drivers Licence may be of benefit but not required.
- Be flexible and adaptable to various work locations and varying conditions.
- Background Checks are required relevant to the position.



Our Values



Our Values guide us towards being a stronger, innovative and effective organisation with a positive and great work environment for everyone.

Honesty & Integrity

We do the right thing - We conduct business in a truthful, ethical and transparent way while providing fair and morally sound opportunities, services and initiatives for our people and community.

Empowerment

We are supported to achieve – we are encouraged to be brave, take risks and think outside the box in order to grow, learn and deliver outstanding service. We are accountable and have ownership of our work and are trusted to do our job well.

Respect

We are courteous and professional – We celebrate diversity, practise open and authentic communication and address our challenges with an open and empathetic approach.

ONETEAM

We are unified - We work collaboratively towards common goals and support and build our people to function as an inclusive and constructive team.

Extent of Authority & Delegations

Authorisations and delegations are in accordance with the appropriate Acts, Regulations, Council Guidelines and the Council's Register of Authorisations and Delegations.

Key Responsibilities

- Contribute to the development and maintenance of dynamic collections as guided by library procurement, cataloguing and maintenance principles.
- Ensure all staff possess an excellent knowledge and understanding of the library collections and resources.
- Ensure the systems and procedures for the acquisition, cataloguing and processing of library collections are streamlined, accurate and effective and compliant with library management system (LMS) consortium standards.
- Participate in a collections service team that supports the community's reading, information and learning needs.
- Assist customers in their use of Information Technology and trouble-shoot software and devices as required.
- Provide advice, collection knowledge, creative ideas and support to the Library Coordinators to ensure library materials are relevant and up to date.
- Coordinate the Community Languages collection, including attending meetings and forums.
- Supervise weekend staff as required, including dealing with complex problems that may arise and assisting with any on-the-job training, taking responsibility for all library operations.



- Supervise and support library staff, work experience students and volunteers as required.
- Acquire and maintain knowledge of library stock and other physical and virtual resources, to effectively undertake enquiries and assist customers to meet their needs.
- Assist in the ongoing display and merchandising of the Library's collection.
- Undertake, customer enquiries, circulation and shelving duties as required.
- Liaise with the Volunteer Programs Coordinator regarding the recruitment of new volunteers, induction and training requirements and ensure appropriate accreditation and licences are maintained.
- Celebrate and recognise the valued contribution volunteers make to Council's services and the community.
- Assist with and support all library promotions and initiatives.
- Cash management in line with Council policy as required.
- You may be required to carry out other duties as directed which are reasonable and lawful.

Customer Experience

- Actively deliver an innovative customer service experience that is effortless, delivered with care and exceeds our customers' expectations.
- Provide prompt, efficient and equitable service to all customers.
- Positively represent Council when engaging with all customers demonstrating our Values.
- Develop and maintain positive, professional working relationships, while building opportunities for collaboration.



Financial Sustainability/Budget

- Adhere to procurement guidelines and delegated financial limits for purchasing goods and services.
- Contribute to the preparation of Department's budget as it relates to role and associated activities.

Council Policies, Protocols, Procedures and relevant Legislation

- Understand and comply with Council Policies, Protocols (including Council's Employee Conduct Protocol), procedures and the relevant legislative requirements.
- Maintain an efficient, effective and transparent Council by creating and capturing official records according to relevant legislation, policies and procedures.
- Maintain knowledge bases and procedures to facilitate training and upskilling within your team.
- Comply with guidelines outlined in Council's IT Acceptable Use and Security Protocol.
- Support and demonstrate the principles and activities outlined in Council's Equal Opportunity and Diversity Protocol.
- Adhere to the Safe Environments Protocol and any associated procedures to promote a safe and supportive Council environment.

Risk Management (including Work Health, Safety & Wellbeing)

- Contribute to a culture where everyone places safety first.
- Take reasonable care to ensure their own health and safety and not place others at risk by any act or omission.
- Understand and comply with WHS policies, protocols and procedures, including reasonable instructions provided by the line manager, implemented to protect the health and safety of workers at the workplace including the public.



- Identify and report hazards, accidents, near misses, injuries and property damage at the workplace using the systems and/or documentation for such reporting.
- Ensure that any tools, equipment or protective clothing is well maintained and used correctly in line with safety procedures.
- Be medically fit and physically capable of meeting the requirements of the position.
- Ensure you are not affected by alcohol or drugs to endanger yourself or others.
- Comply with injury management policies, protocols and procedures and participate in the RTW process if injured at work as set out in the *Return to Work Act 2014*.

Learning & Development

- A commitment to ongoing professional development and continuous learning.
- Pro-actively participate in the Performance Development Review (PDR) process that includes planning work priorities, monitoring progress against those goals and opportunity to provide suggestions on how individual abilities can be expanded as they relate to the role.
- Attendance at conferences, seminars, workshops and other relevant training activities to maintain an awareness of trends of current and relevant topics.
- Ability to share information and expertise freely through the mentoring and/or general supervision of others (incl. Volunteers and Work Experience) as appropriate.



Person Specifications

Capabilities and Behaviour

- Demonstrate our Values in all day to day activities, functions and communications.
- Communication – Verbally expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language and terminology to the characteristics of the audience. Written: expressing ideas clearly in documents; structure, grammar, language and terminology adjusted to the needs of the audience.
- Work as part of a team, attend and participate at meetings and contribute to the delivery of agreed objectives.
- Ability to develop and maintain positive working relationships with various stakeholders and work collaboratively with other departments.
- Maintain confidentiality with relevant information.
- Effective time management and work autonomously.
- Flexible and resilient work approach.
- Work through challenges and listen when ideas are challenged and respond appropriately.
- Show commitment to completing assigned work activities and work goals.
- Step in to help others in the team when workloads are high.
- Keep the team and supervisor informed of work tasks.
- Take the initiative to progress and deliver own and team work.
- Community minded, approachable and engaging.
- Digital Technology proficiency – ability to use the essential technology, electronic tools, devices and systems required for the role, or ability or willingness to learn.
- Identify and contribute to the continuous improvement of work practices and associated systems and processes.

Knowledge and Skills

- Support the processes and operations relating to library technical services and collection development.
- Sound knowledge of the cataloguing and classification system as applied to public libraries.

- Sound knowledge of relevant information technology and the ability to assist customers with technology-related issues.
- Sound knowledge of policies and procedures of the SA One Library Management System.
- Sound knowledge of Sirsi Dynix products used in South Australia, including Workflows, the LibrariesSA app, Enterprise and BlueCloud.
- Sound knowledge of Library operations, policies and procedures.
- Excellent customer service with the ability to build rapport and respond and adapt to the customer's needs.
- Ability to set priorities for self and the team working under limited supervision (demonstrating good organisational and time management skills).
- Ability to motivate and develop staff and volunteers providing effective training in library routines.
- An ability to promote the benefits of the library to the community.
- Effective reader advisory and reference skills.
- Sound knowledge of Council operations and services and local government functions.

Experience and Qualifications

- Previous experience in a similar role.
- Experience using the One Card system.
- Previous public library and customer service experience is essential.
- Appropriate qualifications relevant to the Position Description is an advantage.
- Previous supervisory experience is desirable.

Acknowledgement & Agreement

I have read and understand the requirements and expectations of this position description. I agree that I have the medical capacity to fulfil the inherent requirements of the position and accept my role in fulfilling the Corporate Values and Key Responsibilities. The City of Burnside may amend responsibilities to meet business and operational requirements as positions develop over time. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**** Electronic Offer**** By accepting your letter of offer electronically, you accept the Position Description referenced in your offer.

Employee Name: _____

Employee Signature: _____ Date

Group Manager Name: _____

Group Manager Signature: _____ Date