

Library Assistant/Customer Service Officer (Picton)



Department	Economic, Community & Support Services
Location	Picton Library and Service Centre / Waitohi Whare Matauranga, Dublin Street, Picton
Direct reports	Nil
Reporting to	Picton Librarian/Customer Services Supervisor
Grade	9
Financial delegation	No budget responsibility

Department Overview

This position is within the Economic, Community & Support Services Department. This department is responsible for improving economic and community development and providing essential support services including Arts, Culture & Heritage; Community Partnerships; Customer Services; Democratic Services; Facilities and Fleet Management; Libraries; People & Capability; and Secretarial and Office Services.

Purpose of the Role

The purpose of the role is to:

- To deliver an effective and responsive service to Library and Council users through excellent customer service.
- To facilitate customers access and use of Library and Council services.
- To assist with the provision of library resources.
- To deliver programmes, events and promotions.
- To work as part of Council's Customer Services team responding to and taking responsibility for customer enquiries, requests, applications or complaints as per agreed procedures and standards.

Key Responsibilities

Customer service	Ensure customers are treated in a welcoming, friendly, professional manner. Develop a thorough knowledge of physical and digital resources and Library and Council Services information. Interpret and respond to all enquiries in a timely, courteous and positive manner. Understand and apply strategies for conflict resolution.
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Library services	Provide readers advisory services. Prepare and lead programmes and events, for adults and children. Actively promote the range of library resources and services available to customers and assist them to use these independently. Oversee the day to day running of the housebound and rest home services. Offer the interlibrary loan service when appropriate. Issue and return materials. Enrol and update Membership records. Shelve returned items.
Digital and information technology	Help customers become more confident digital citizens. Assist customers in use of public internet services. Promote good digital literacy skills by sourcing and critically evaluating online information sources. Utilise databases and other online resources to answer enquiries. Perform basic problem solving with technical equipment (eg, photocopiers, printers, portable devices).
Collection management	Participate in resource selection and weeding. Check-in magazines using the library management system.
Cataloguing	Assist with the cataloguing and classification of library resources.
Council Services	Keep up to date with current information about Council Services: • rates and rates rebates • dog registrations • infringements (parking, dogs and camping) • property enquiries • refuse/recycling enquiries. Give accurate information, publications and correct forms. Make sure all applications/submissions (eg, resource consents, RAPID numbers, liquor and food stall licences, building consents, busking, warmer homes, cemeteries) are complete, on correct forms and appropriate payments are received. Scan and email applications/submissions to appropriate recipient. Be proactive in providing customer service and work as a team to minimise queues.
Provision of accurate and consistent information to customers	Use the resources provided to ensure all Council information given to customers is accurate and consistent. Be familiar with Council information sources, eg, MDC website, Dekho, CI, Content Manager, Promapp, Intel, SID, Property files, Smart Maps, and Council publications. Assist customers in use of digital services, e.g. property files online, online forms (e.g. Duty Builder and Duty Planner), Smart Maps and how to sign up for invoices by email. To keep customers informed and updated encourage customers to sign up for Antenno.
Process customer request memorandums	Clarify customer concerns. Pass on customer requests memorandums to the appropriate officer in the manner agreed. Ensure customers know what to expect and follow up with them where appropriate.

Receive and receipt payments	Make sure payments are processed in a timely and accurate way on the day they are received. Make sure cash draw balances each day.
Rates information and processing	Provide rating information to ratepayers and solicitors. Assist with customer queries regarding rates. Generate rates certificates and save them into the rates certificate request folder in CM. Accurately input, calculate and process direct debits authority forms and rates rebate applications.
Facilities management	Ensure building is well maintained and kept to a high standard of presentation. Make sure facilities users are aware of their responsibilities.
Marketing	Contribute to the promotion of Library and Council services and resources.
Teamwork	Contribute to a supportive team environment by communicating and sharing information with others in a timely and positive manner. Routinely examine own behaviour, accept accountability for own actions and adjust accordingly. Undertake senior/team leader role for weekend shifts; assume shared responsibility in manager's absence.
Presentation	Be well presented in the approved corporate colours and styles.

Organisational Responsibilities

Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

Person Specification

Qualifications	An ability to work in a customer service environment displaying the following qualities: • NCEA level 2 or equivalent • Proven excellent customer service skills and experience in a frontline environment and/or a call centre environment. Current driver's licence.
Experience and knowledge	Proactively takes on tasks/projects and responsibilities whilst maintaining allocated work requirements with minimal supervision. Excellent communication skills including the ability to coordinate with others, negotiate, instruct, and persuade. Demonstrated ability to work with a range of people and to respond appropriately to diversity and cultural differences. Proficient in the English language. An ability to communicate in other languages, especially those spoken in the local community would be an advantage. Demonstrated ability with a range of computer applications, social media, and confidence using technical equipment. Knowledge of administrative procedures and processes including experience in cash handling and taking payments. Good general knowledge and awareness of current affairs. Knowledge of Marlborough District and Council infrastructure, departments, regulatory responsibilities, services and facilities. Good physical fitness and stamina.

Core Competencies

Adaptability	Ability to maintain a calm, professional manner in challenging situations. Ability to operate effectively in a complex and changing environment.
Commitment to improvement	Enthusiasm for continually increasing knowledge and technical abilities. Enthusiasm for continuous improvement and efficiency in processes.
Communication	Excellent oral and written communication skills which are appropriate and relevant to the audience.
Customer focus	Excellent customer services skills. Ability to understand customers' needs via active listening.
Digital literacy	Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture. Motivation to use digital skills to create new opportunities.

Integrity	Ability to handle confidential or controversial information with discretion and professionalism. Takes accountability for own actions.
Interpersonal skills	Proven ability to work effectively in a team environment. Proven ability to develop relationships and work collaboratively with others.
Organisational skills	Strong personal prioritisation and time management skills. Ability to multi-task, prioritise, pay attention to detail and use initiative.
Problem solving and decision making	Considers risk factors in decision-making. Uses own judgement and experience to solve problems.

Strategic Framework

Vision	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
Mission	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
Values	Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture. All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community. Our values are: • We are open, transparent and collaborative. • We partner with tangata whenua iwi. • We involve and respect our many cultures. • We are innovative and strive for excellence. • We are adaptive and responsive to community needs. • We work in an environmentally sustainable manner.