

## CANDIDATE INFORMATION PACK

**For the positions of: Customer Service Officer  
2 x Ongoing Part Time  
Position 1: 114.5 hours per four-week period  
Position 2: 62 hours per four-week period**

**Closing date: Wednesday 4 September 2024 11.00pm**

Thank you for your enquiry concerning prospective employment with Whitehorse Manningham Regional Library Corporation. In the following pages you will find the position description and general information to assist you in your application.

### How to apply

Your application should include the following:

- a cover letter, stating the position you are applying for
- your resume / curriculum vitae
- a statement addressing the **Key Selection Criteria** detailed in the position description

Applications that do not provide all the required components may not be considered. Applicants may initially be contacted by telephone for a discussion to assist with the shortlisting process.

Your resume should be precise and easy to read. Highlight your major achievements and only include information which is relevant to the position applied for. Applications must be in either PDF or word format.

Applicants must have appropriate employment and residency status in Australia.

Your application for a position with Whitehorse Manningham Regional Library Corporation should be addressed to the Chief Executive Officer, Sally Both, and must be submitted via the website (preferred) or directly to: [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au)

As part of the recruitment process preferred candidates will be required to consent to a national criminal record check and working with children check.

WML values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.

We encourage applications from people with a lived experience of disability and people of all abilities, cultures, age, sex and gender. We welcome applications from individuals who may be returning to the workforce after a period of absence.

If you require additional support to make an application please contact Tracey Olive on 9896 4333 and we will try to accommodate any reasonable request.

The information you provide is collected for the purpose of prospective employment with Whitehorse Manningham Regional Library Corporation. In accordance with the Privacy and Data Protection Act 2014 you may have access to this information and may do so by contacting Corporation's Information Privacy Officer on 9896 4333. The information provided by you will be kept until no longer required. Any referees provided must be notified and advised by you of the possibility that they may be contacted by Whitehorse Manningham Regional Library Corporation for a reference check.

## Advertisement

### Customer Service Officer

#### 2 x Ongoing Part Time

**Position 1: 114.5 hours per four week period (based at Blackburn and Box Hill)**

**Position 2: 62 hours per four week period (based at Doncaster and Box Hill)**

**Band 3 (\$64,842 – \$70,511 Pro-rata) + Superannuation**

## About the Role

Whitehorse Manningham Libraries are currently recruiting for two ongoing Customer Service Officers. The successful applicants will have excellent customer service skills and be comfortable working with a range of different technologies and people.

Position 1 currently has regular shifts at the Blackburn and Box Hill Libraries. Position 2 has regular shifts at the Doncaster and Box Hill Libraries.

Applicants must have the ability to be able to work at any of the Whitehorse Manningham Library Branches and have the flexibility to work a variety of days and shifts, including week days and weekends. Details of the shift requirements and position description are provided in the Candidate Information Pack, available on the library website.

Applications must include:

- A cover letter addressed to the Chief Executive Officer, Sally Both, stating the position(s) you are applying for.
- A resume
- A statement addressing the key selection criteria detailed in the position description.

WML offers the following benefits:

- Access to professional development opportunities that support our commitment to life-long learning and a skilled workforce
- Purchased leave arrangements and carry-over arrangements from the Local Government sector
- Employee Assistance Program for staff and their immediate family members
- Annual free flu vaccination
- Ability to salary sacrifice superannuation

All applications must be submitted via the *Apply Link* on the website or directly to [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au).

Applications close: 11pm Wednesday 4 September 2024

Enquiries: Jonathan Gosden 9896 4333

Please note only short-listed applicants will be contacted.

**Position 1: Part Time Customer Service Officer 114.5 hours per four-week period**

This position is based at **Blackburn and Box Hill Libraries**

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>		9.05-5.05 BLA	12.50-8.05 BLA	1-8.15 BOX	9.05-5.05 BLA		
<b>WEEK 2</b>		9.05-5.05 BLA	12.50-8.05 BLA	9.30-5.30 BOX	9.05-5.05 BLA		
<b>WEEK 3</b>		9.05-5.05 BLA	12.50-8.05 BLA	1-8.15 BOX	9.05-5.05 BLA		
<b>WEEK 4</b>		9.05-5.05 BLA	12.50-8.05 BLA	9.30-5.30 BOX	9.05-5.05 BLA	9.05-5.05 BLA	

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	26.5	27.5	26.5	34.25	114.5

**Position 2: Part Time Customer Service Officer 62 hours per four-week period**

This position is based at **Box Hill and Doncaster Libraries**

**Indicative Roster:**

	MON	TUE	WED	THUR	FRI	SAT	SUN
<b>WEEK 1</b>	9.30-5.30 DON	9.30-5.30 BOX				9.45-5.15 BOX	
<b>WEEK 2</b>	1-5.30 DON	5.30-8.15 BOX			5.30-8.15 BOX		
<b>WEEK 3</b>	9.30-5.30 DON	9.30-5.30 BOX				8.45-5.15 BOX	
<b>WEEK 4</b>	1-5.30 DON	5.30-8.15 BOX			5.30-8.15 BOX		

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	TOTAL
ROSTERED Hrs	20.5	10	21.5	10	62

**More information on Whitehorse Manningham Libraries can be found at:**

- [www.wml.vic.gov.au/About](http://www.wml.vic.gov.au/About)
- Facebook/whitehorsemanninghamlibraries
- Instagram/whitehorsemanninghamlibraries
- Youtube channel: <https://www.youtube.com/channel/UCSFnaj08bqUFirqk0pNDIMQ>



## POSITION DESCRIPTION

<b>Position Title</b>	Customer Service Officer
<b>Position Number</b>	BR28
<b>Department</b>	Branch Services
<b>Classification</b>	Band 3
<b>Date Approved</b>	May 2024
<b>Probationary Period</b>	6 months
<b>Mandatory Checks</b>	Working with Children Check and National Police Check

<b>Reports to</b>	Branch Manager or Team Leader
<b>Supervises</b>	Nil
<b>Internal Liaisons</b>	Branch Staff
<b>External Liaisons</b>	Library users

### OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through [www.wml.vic.gov.au](http://www.wml.vic.gov.au).

### POSITION OBJECTIVES

- To support the effective delivery of branch services through participation as a team member in customer service functions and other public floor duties; and through performing other routine tasks as required.
- To contribute to the achievement of Corporate and Departmental goals, including its vision, values and strategic objectives.
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### KEY RESPONSIBILITY AREAS

#### Branch Services

Support the effective delivery of quality branch services through the provision of a range of customer responsive activities including:

- Participation as a team member delivering excellent customer service functions.
- Ensuring the presentation of the library is of a high standard by monitoring the environment and undertaking such activities as shelving, shelf tidying and displays.
- Assisting in other routine branch tasks.

#### Occupational Health and Safety

- Contribute to a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager/Team Leader for support of the effective delivery of branch library services. The work is performed within specific guidelines and under general supervision.

## JUDGEMENT AND DECISION MAKING

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes. Guidance and advice are always available.

## KEY COMPETENCIES

### Specialist skills and knowledge

- Ability to perform branch public floor duties and associated routine tasks in a public library environment following systematic procedures.
- Understanding of the function of the position within the organisation, including the application of relevant policies.
- Strong commitment to quality and customer service.

### Organisational skills

- Time management skills, ability to plan and organise work.
- Ability to efficiently achieve set objectives.

### Interpersonal skills

- Sound, friendly, helpful and efficient communication skills.
- Support for the achievement of team objectives before individual goals.
- Ability to work flexibly and adapt to changing work environments.

## QUALIFICATIONS AND EXPERIENCE

Prerequisites:

- Current Working with Children Check.
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

- Minimum of Year 12 education or equivalent work experience.

Preferred

- Valid Victorian driver's licence.
- Customer service experience.

## HOURS OF DUTY AND LOCATION

- Positions within the Whitehorse Manningham Regional Library Corporation are not fixed at the one location and may be required to work at any service point within the region, dependent upon business needs.
- The incumbent will be required to undertake shift work, including evening and weekend work

## REMUNERATION

In the range Band 3A – 3D

Hourly rate of pay is based on the 36 hours per week pay rate scale.

## SELECTION CRITERIA

- Sound organisation and communication skills.
- Strong customer service skills
- Ability to contribute as a team member with a quality and customer service focus.
- Ability to understand and apply policies and procedures.
- Good general IT skills, including basic trouble shooting
- Ability to manage own time and set priorities
- Qualifications and/or relevant experience.

## INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
<b>Passive</b>			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
<b>Manual Handling</b>			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
<b>Sensory</b>			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
<b>Emotional</b>			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

## GENERAL EMPLOYMENT CONDITIONS

### 1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.
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### 2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

### 3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

### 4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### 5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

### 6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.



**ACKNOWLEDGEMENT**

I \_\_\_\_\_ have read and understood the position description and agree to perform in the position of Customer Service Officer as per the requirements of the position description.

\_\_\_\_\_  
(Employee signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Branch Manager / Team Leader)

\_\_\_\_\_  
Date

# VALUES STATEMENT

Whitehorse Manningham Libraries (WML) is committed to providing a high quality service to our community and expects all employees and volunteers to act in accordance with the Employee Code of Conduct.

## We Value



### Respect

Treating everyone with respect dignity and courtesy



### Collaboration

Working together to achieve better outcomes



### Integrity

Being open, honest and accountable



### Curiosity

Being open to learning and exploring ways to improve



### Agility

Being flexible and adaptable to change

The following principles guide employees and volunteers when providing library services, conducting WML business and working together:

### Customer centric

Striving to achieve the best customer experience

### Wellbeing

Supporting positive mental and physical health

### Inclusive

Providing equitable and accessible services to a diverse community

### Responsive

To evolving community needs and expectations

### Best practice

Striving to be the best in all that we do and deliver

## Health, wellbeing and child safety

WML is committed to providing a workplace and service environment free of discrimination, bullying and harassment. All employees and volunteers are expected to comply with legislation, regulations, policies and guidelines.

WML is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries.

## Acknowledgement of Country

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi-wurrung peoples as Traditional Owners of the land and waterways now known as Whitehorse and Manningham. We pay our respects to their past, present and future Elders.