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| Position Title: Library Assistant | Position Number: 029 |
| Department: Corporate and Community Development | Accountable to: Manager – Library Services |
| Responsible for the supervision of: | N/A |

KATHERINE TOWN COUNCIL
POSITION DESCRIPTION



| VALUES | MISSION |
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| Service Responsiveness Involvement Responsibility Equity Accountability | To provide a sustainable and prosperous environment for the people of the Katherine Region through growth, opportunity and tolerance. |

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| RESULTS | We are dedicated to serving our community and will listen to and proactively respond to their needs. |
| RELATIONSHIPS | We will partner with our community and our stakeholders to create sustainable honest relationships. |
| REASONS | We deliver results that align with our strategic direction and serve our community |

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| PURPOSE | <i>Responsible for the provision of consistent, high quality customer service in all aspects of the Katherine Public Library's services.</i> |
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| KEY RESPONSIBILITIES |
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| <ul style="list-style-type: none"> • Provide high quality customer service to Library patrons; • Operate relevant software systems; • Maintain order of the Library collection; • Receive and balance financial transactions as required and in accordance with Council procedures; • Assist in the implementation of the Katherine Town Council's Local Counter Disaster Sub-Plan in the event of a disaster; • Other responsibilities as shall be reasonably associated with or incidental to the above responsibilities or as shall, in the course of the employment, be agreed between the parties as being or forming part of the duties. |

LEVEL OF RESPONSIBILITY

- Completion of basic tasks involving the utilisation of a range of skills under established practices and procedures. Work is monitored under supervision either individually or in a team environment.
- Judgement is limited to the tasks to be performed and may involve the use of a limited range of tools, techniques or methods within a specified range of work. An employee may resolve minor problems that relate to immediate work tasks.
- Knowledge and skill obtained through on-the-job training and workplace induction training. May include off-the-job training through accredited short courses.
- Employees at this level require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.

SELECTION CRITERIA

- Good interpersonal skills with the ability to relate to a wide variety of client groups.
- Average keyboard skills.
- Good literacy and numeracy skills.
- Ability to work cooperatively as a team as well as unsupervised.
- Basic knowledge of the principles of customer service.
- Basic knowledge of word processing packages.

ESSENTIAL:

- A current Northern Territory driver's C class licence

DESIRABLE:

- Relevant Certificate qualification.

ORGANISATIONAL RELATIONSHIP

The position's reporting and team membership is in accordance with the Council's organisations chart.

DELEGATION

Delegations are in accordance with the latest *Instrument of Delegation of Powers and Functions*

PERFORMANCE STANDARD

The extent to which the stated key responsibilities are achieved in both the position description and personal performance work plan.

PREPARED BY
DATE ISSUED
SUPERVISOR
APPROVED BY

Chief Executive Officer
October 2017
Chief Executive Officer
Chief Executive Officer