



KATHERINE
TOWN COUNCIL

Library Officer

Department: Community Relations

Business unit: Library

Reports to: Community Relations Coordinator

Position level: Level 3

Position context

This position reports directly to the Community Relations Coordinator and is responsible for the provision of consistent, high quality customer service in all aspects of the Katherine Public Library's services.

Our Vision

Katherine is a place of opportunities. We celebrate diversity as we live, work, learn and grow together.

Our Mission

Together, we will work effectively today to shape our exceptional future tomorrows.

Our Values

- Accepting of diversity
- Sense of community
- Respect for people, environment and culture

About the role

Position's key responsibilities	• Provide high quality customer service to Library patrons; • Operate relevant software systems; • Maintain order of the library collection, shelving and organising books, processing new stock, identifying damaged items, and assisting with stocktakes. • Take payments • Process memberships • Receive and balance financial transactions as required and in accordance with Council procedures; • Engage with visitors to the library and provide customer service and support to a variety of library services relating to library loans, computers, information services, Wi-Fi, printing, scanning, and self-service technologies or other matters that assist patrons; • Deliver and support library programs, events and school holiday activities, as well as helping to promote services and encourage community participation; • Opening and Closing the Library; • Maintaining a clean, safe and welcoming environment, along with monitoring the library space and reporting any maintenance or safety concerns; • 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.
Organisational responsibilities	• Ensure compliance with Workplace Health and Safety requirements. Comply with workplace procedures for risk identification, risk assessment and risk control. Participate in activities associated with the management of workplace health and safety. Identify and report health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace. • Assist in the implementation of the Katherine Town Council's Local Counter Disaster Sub-Plan in the event of a disaster; • Ensure incumbent is dedicated to servicing our community and will listen to and proactively respond to their needs; • Foster sustainable, honest relationships with the community and stakeholders • Perform and deliver results that align with organisations strategic direction and serve our community; • Work in accordance with Council's Vision and Mission statement. • Provide excellent customer service through incoming telephone calls, email and front counter enquiries
Level of Responsibility	
Authority & Accountability	Completion of basic tasks involving the utilisation of a range of basic skills under established practices and procedures. Work is monitored under supervision either individually or in a team environment. Completion of basic tasks involving the utilisation of a range of basic skills under established practices and

	procedures. Work is monitored under supervision either individually or in a team environment.
Judgment & Problem Solving	Judgment is limited to the tasks to be performed and may involve the use of a limited range of tools, techniques and methods within a specified range of work. An employee may resolve minor problems that relate to immediate work tasks.
Specialist Knowledge & Skills	Obtained through on-the-job training and workplace induction training. May include off-the-job training through accredited short courses.
Management Skills	Not required at this level.
Interpersonal Skills	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.

About you

Qualifications	Completion of Year 10 and/or an appropriate labour market program or similar work/skills.
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Selection criteria	
Essential	• Demonstrated ability to meet the positions key responsibilities; • Demonstrated commitment to providing excellent customer service in a diverse community environment; • Sound written and verbal communication skills; • Ability to understand various legislations, Council By-Laws, statutory obligation and Council policies; • Good interpersonal skills with the ability to relate to a wide variety of client groups; • Sound 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 various software platforms; • Ability to work weekends; • Current Working with Children Check (or ability to obtain one), if required for the role.
Desirable	• Relevant Certificate qualification. • Previous experience in related position

ACKNOWLEDGMENTS		
Employee:		Date:
Manager/HR:		Date:
Financial delegation	\$tba	
Reviewed by:	Manager, People and Culture	
Review date:	9 July 2026	
Approval date:		
Approved by:	CEO	