

# Job Description Form

## Coordinator Client Services

<b>Position Number:</b> 15704	<b>Classification Level:</b> Level 3
<b>Directorate:</b> Library Services	<b>Agreement:</b> Public Sector CSA Agreement 2021
<b>This position reports to:</b> 13050 - Manager Client Services, Level 7	
<b>Positions reporting to this role:</b> Nil	

## ROLE OF DIRECTORATE

Library Services delivers services to the community which inspire creativity and curiosity and play a vital role in literacy and learning at every stage of life. The Directorate supports clients, whether online or visiting the building, with specialist library and research services and educational programs based on State Library collections. Early literacy development is supported by the Better Beginnings Family Literacy Program and Western Australian public libraries are supported with advice, training and professional development opportunities.

## POSITION PURPOSE

To coordinate, support and assist with day-to-day State Library operations and services to clients to ensure the delivery of quality library services throughout Western Australia.

## KEY RESPONSIBILITIES OF THIS POSITION

### Role Specific Responsibilities:

1. Coordinate, support and assist in the delivery of day-to-day services to clients and partners, including responding to enquiries face-to-face, online and via phone; assist clients to locate, use and access current information resources and technologies to improve their digital literacy.



2. Coordinate, support and assist with the effective delivery of the Public Orders service, including applying copyright legislation and donor information to client requests.
3. Facilitate training and induction for staff, clients and partners.
4. Under supervision, coordinate the Client Services roster, including supporting leave requests, liaising with Payroll and Human Resources, and ensuring compliance responsibilities are met.
5. Coordinate team statistics, including collection and reporting.
6. Assist in the evaluation and review of service outcomes and projects.
7. Assist with basic systems administration.
8. Create and maintain the team's document library, including writing procedures and workflows, and ensuring compliance with record keeping.
9. Perform other duties, including for other teams / directorates, as required.

**Corporate Responsibilities:**

10. Models, promotes and demonstrates a genuine commitment to the Library's organisational values.
11. Adheres to the Public Sector Code of Ethics and Library Code of Conduct.
12. Acts safely and in accordance with the Library's Occupational Health and Safety Policy and Procedures.

## **WORK RELATED REQUIREMENTS**

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Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of this position:

**Essential:**

**1. Role Specific**

- Strong commitment to the delivery of quality library services to the WA community.
- Well-developed computer skills and knowledge of the Microsoft Office suite, internet searching, online databases, and simple technical troubleshooting and systems administration.
- Sound ability to collect, collate and report data, and to identify and interpret simple patterns in data.
- Demonstrated ability to understand relevant legislation and policies, applying them accurately and communicating them effectively.

**2. Shapes and Manages Strategy**

- Demonstrated ability to solve problems to work tasks and interactions with clients and staff.
- Demonstrated ability to identify efficiencies and make improvements in work tasks and services to clients.



### **3. Achieves Results**

- Good time management and planning skills, including the ability to work and respond to changes in priorities while maintaining accuracy and attention to detail.
- Demonstrated ability to coordinate services.
- Demonstrated ability to train / mentor others.

### **4. Builds Productive Relationships**

- Demonstrated capacity to work both independently and as part of a large, diverse team, and the ability to contribute to a positive workplace.
- Demonstrated ability to identify and respond effectively to diverse and individual needs.
- Demonstrated willingness and ability to share knowledge and skills to support the learning of others.

### **5. Exemplifies Personal Integrity and Self-Awareness**

- Demonstrated ability to carry out duties to a high level, according to organisational goals, with a focus on improvement.
- Demonstrated experience dealing with challenging people and staying calm under pressure.

### **6. Communicates and Influences Effectively**

- Demonstrated ability to communicate effectively across multiple platforms.

#### **Desirable:**

Qualification in library management or similar, and/or experience working in a library.

## **APPOINTMENT PRE-REQUISITES**

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#### **Appointment to this position is conditional on:**

1. Successful 100 point Identification Check
2. Right to Work in Australia
3. Successful Criminal Record Screening Clearance

## **SPECIAL CONDITIONS**

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**Special conditions of this position:**

1. Required to work rostered hours for a 7 day a week operation, including evenings and weekends.

**CERTIFICATION**

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The details contained in this document are an accurate statement of the requirements and responsibilities of this position.

<b>Position Title:</b> Director Library Services	<b>Name:</b> Susan McEwan	<b>Date:</b> 02/12/2022
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