

## 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 2024
<b>This Position Reports To:</b> 15806 – Senior Coordinator Client Services – Level 6	
<b>Positions Reporting to this Position:</b> Nil	

### OUR VALUES AND BEHAVIOURS

Your work habits and behaviour contribute to a harmonious, safe and productive work environment. Behaviours of State Library staff align with our values:

<b>Community Focused</b>	Provide high quality services based on community need.
<b>Responsive</b>	Make informed, timely decisions and communicate them clearly.
<b>Respectful</b>	Value others and respect their differences.
<b>Accountable</b>	Hold ourselves to account for the work we do.
<b>Innovative</b>	Strive for excellence by being open to new ideas and embrace opportunities for improvement.

### OUR CORPORATE RESPONSIBILITIES

Model, promote and demonstrate a genuine commitment to the State Library's organisational values.
Adhere to the Public Sector Code of Ethics and Library Code of Conduct.
Act safely and in accordance with the State Library's Occupational Health and Safety Policy and Procedures.

## ROLE OF DIRECTORATE

The Library Services Directorate delivers responsive services to the Western Australian community, from the vibrant State Library building in the cultural heart of Perth, online and through the network of public libraries across our expansive state. Library Services shares Western Australian stories from our rich collections through exhibitions, events and experiences and celebrates and supports Western Australian storytellers as they share their stories in all their many forms. Library Services provides access to information and learning opportunity and support for researchers, and partners with local governments to provide free, equitable and contemporary library services throughout Western Australia. Library Services inspires a lifelong love of reading, writing and learning and communicates our many offerings to the community and beyond.

## ABOUT THE ROLE

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 the Information Services roster, including administering staff leave requests, and ensuring compliance responsibilities are met.
3. Coordinate, support and assist with the effective delivery of the Public Orders service, including applying copyright legislation and donor information to client requests.
4. Coordinate and facilitate training and induction for staff and partners.
5. Coordinate the collection and reporting of team statistics including assistance with client surveys.
6. Assist in the evaluation and review of service outcomes and contribute to team projects with a focus on continuous improvement.
7. Assist with basic systems administration and basic technical troubleshooting.
8. Oversee the creation and maintenance of 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.

## ESSENTIAL WORK RELATED REQUIREMENTS

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.
- Demonstrated computer skills and knowledge of the Microsoft Office suite, cloud-based technologies, online databases, and simple technical troubleshooting and systems administration.
- Demonstrated 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 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

- Demonstrated ability to coordinate services.
- Demonstrated ability to train / mentor with a willingness to share knowledge and skills to support the learning of others.
- Demonstrated ability to collect, collate and report data, and to identify and interpret simple patterns in data.

#### 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.

#### 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

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

1. Right to Work in Australia
2. Successful Criminal Record Screening Clearance

## SPECIAL CONDITIONS

**Special conditions of this position:**

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

## CERTIFICATION

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

<b>Position Title:</b> Director Library Services	<b>Name:</b> Susan McEwan	<b>Date:</b> 31/07/2025
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<p style="text-align: center;"><b>REGISTERED</b></p> <p style="text-align: center;"><b>State Library of Western Australia</b></p> <p>INITIALS: LTS    DATE: 7/08/2025</p>
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