

## POSITION DESCRIPTION – General Staff For levels 1 to 5

Position Title: Client Relationship Officer - Services

Level: 3/4

Faculty/Division: DVC Academic

Department: Library

Position No:

### Primary purpose of the position:

The Client Relationship Officer provides informed and client- focused services at the Library's Service POD, Curriculum Resource Centre and Shoalhaven Campus Library to support high quality, effective and efficient services to students and staff of the University.

### Position Environment:

The Library's commitment to exceptional service, focussing on the unique needs of students and staff sets us apart. We strive to design and deliver collections and innovative services that promote and support world-class research, teaching and scholarship and an enriched student experience.

### Library Structure:

Strategic initiatives are aligned to [University goals](#) and team plans are guided by the University's and Library's Vision and measured through Performance Indicators. The Library is made of up two divisions: Client Solutions and Collections and Research Infrastructure and; the Administration Team.

### Organisational Culture:

We have a collaborative, collegial and positive culture; promoting an environment where staff are engaged and open to change. The Library Values underscore the culture of the Library and Vision that we aspire to.

- [Values:](#) Excellence; Integrity; Courage; Collaboration; Transformation
- [People:](#) Our people are characterised by their ability to engage with genuine opportunities to transform practices, services and themselves
- [Success Profiles:](#) Success Profiles outline agreed staff competencies, mapping a continuous development process of acquiring and increasing skills and knowledge to support professional growth and excellence

## Major Accountabilities/Responsibilities:

In order of importance

	Responsibilities	Outcome	Performance Indicators	% of Time
1.	<p>Works collaboratively with Client Services staff to deliver relevant and effective client and information services through:</p> <ul style="list-style-type: none"> <li>interprets client information resource need</li> <li>connects client to relevant information and/or resource using a range of technology and traditional resources</li> <li>engages with technologies to support service delivery using a range BYOD</li> <li>provides basic IT and print desktop support</li> <li>connects clients through effective referral system to appropriate technology enhanced services (AAL, BAL, Call Down and ResCon)</li> </ul>	Work as part of a team to achieve client service standards	<p>Operational excellence</p> <p>Client &amp; stakeholder satisfaction</p>	40
2.	<p>Coordination of Short Loan for all sites as part of Subject Readings service through:</p> <ul style="list-style-type: none"> <li>effective collaboration with Resources Team</li> <li>effective client and stakeholder liaison</li> <li>coordination of team member contributions to work load</li> <li>meeting established service standards</li> </ul>	Required Short Loans materials are available within advertised turnaround times	<p>Planning Success</p> <p>Materials availability</p>	25
3.	<p>Prepares and maintains team rosters through:</p> <ul style="list-style-type: none"> <li>effective liaison with Team Leader and Casual Staff and Training Coordinator on rostering requirements</li> <li>weekly service point roster</li> <li>monthly casual staff service point roster session casual staff roster</li> </ul>	Staff rostered to support service standards	Operational excellence	15
4.	<p>Supports client access to Library resources and facilities using self-mediated services including:</p> <ul style="list-style-type: none"> <li>self-check units</li> <li>eresources</li> <li>discovery layers and relevant Library systems</li> </ul>	Delivers service and support to clients using a range of technologies	Client satisfaction	10
5.	<p>Contributes to the outcomes of the Client Services team through:</p> <ul style="list-style-type: none"> <li>effective input at team meetings</li> <li>achievement of team goals</li> <li>engagement with Library-wide initiatives and/or projects, as directed</li> <li>demonstrating agile and flexible approaches to problem solving and service improvements</li> </ul>	Work as part of a team to achieve team goals	Planning success	10
5.	Observe principles and practices of Employment, Equity and Diversity	Fair treatment in the workplace		Ongoing
6.	Observe WH&S responsibilities, accountabilities and authorities as outlined in the <a href="#">OHS Roles and Responsibilities Document</a>	A safe working environment for self & others.		Ongoing

## Reporting Relationships:

Position Reports to:	Team Leader Client Services
The position supervises the following positions:	General supervision of casual staff

## SELECTION CRITERIA – Knowledge & Skills

### Essential:

- demonstrated ability to support client information and referral needs
- experienced in the delivery of quality client service to clients within both technology enhanced and traditional service environments
- demonstrated understanding of and skilled in the delivery of services via devices

## SELECTION CRITERIA - Education & Experience

### Essential:

- completion of two stages of an associate diploma (Library and Information Services) or qualifications and/or experience deemed equivalent
- experience in the use of software applications and library management systems

## Special Job Requirements:

May be rostered to work at a service point between the hours 8 am – 10.15 pm Monday to Saturday

## Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

### *All Staff*

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

### *Additional Responsibilities for Staff with supervisory responsibilities*

- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [Roles and Responsibilities for WHS](#) and [WHS Management System](#).

## **Inherent Requirements:**

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.