



position description

POSITION TITLE	Early Years & Visitor Experience Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Community & Partnerships
BUSINESS UNIT	Community Development
REPORTS TO	Operations Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Casual
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

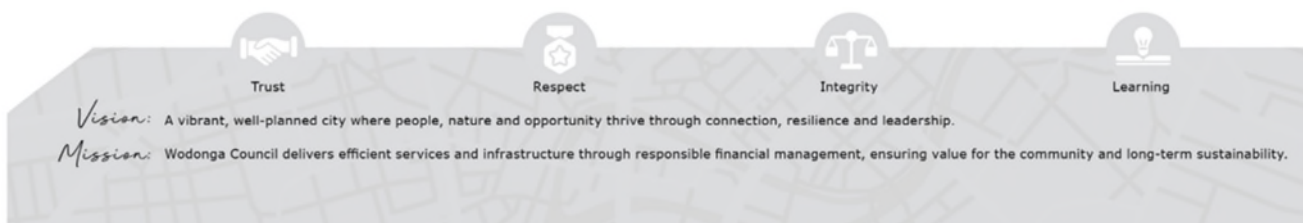
Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Community Development team delivers programs, services and community spaces that strengthen social connection, lifelong learning and participation. Through Hyphen Wodonga Library Gallery, Council provides an integrated library, gallery, visitor information and community hub that welcomes residents and visitors while delivering accessible cultural, educational and recreational opportunities.

The Early Years & Visitor Experience Officer contributes to the delivery of these services by creating welcoming customer experiences, supporting established early years and community programs, assisting visitors to access library and visitor services, and helping ensure the smooth day-to-day operation of Hyphen. The role supports positive community engagement while working within established procedures, specific guidelines and the Council's customer service standards.



POSITION OBJECTIVES

Provide high-quality customer service while supporting visitor services, library operations and established early years and community programs at Hyphen. The role assists customers to access information, collections, technology and Council services, contributes to the delivery of engaging community experiences, and supports the safe, efficient and professional operation of the venue in accordance with established procedures and specific guidelines.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- **Deliver early years and community programs**
Assist in the delivery of established Storytime sessions and other early years, children's and community programs to encourage participation, learning and community connection while working within approved program plans and specific guidelines.
- **Provide exceptional customer and visitor service**
Welcome customers and visitors, respond to routine enquiries, provide visitor information and assist people to access Hyphen's library, gallery and community services to provide a welcoming and professional customer experience
- **Support library and digital services**
Assist customers to locate library resources, use self-service technologies and access digital services, assisting customers with routine enquiries and referring more complex matters appropriately.
- **Assist with venue operations**
Support the day-to-day operation of Hyphen by assisting with bookings, events, educational activities, retail transactions and visitor services in accordance with specific guidelines, established procedures and supervisor direction.
- **Assist visitors with exhibitions and displays**
Provide information regarding exhibitions, displays, programs and cultural experiences while monitoring public areas and assisting visitors in accordance with specific guidelines.
- **Complete administrative and operational tasks**
Process routine transactions, maintain accurate records and complete allocated administrative duties to support efficient service delivery and compliance with Council procedures.
- **Contribute to a safe and professional workplace**
Maintain a clean, welcoming and well-presented environment while complying with workplace health and safety requirements, reporting hazards and following established work practices.
- **Work effectively as part of the Hyphen team**
Contribute positively as part of the Hyphen team by sharing information, supporting colleagues and undertaking other routine duties within the scope of the position to assist the delivery of quality community services.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses

JUDGEMENT AND DECISION-MAKING SKILLS

- Apply established procedures and specific guidelines to complete routine tasks and provide consistent customer service.
- Exercise judgement when selecting the most appropriate process or service from a limited range of established options.
- Recognise when matters fall outside normal procedures and refer them promptly to the appropriate employee.
- Seek guidance from supervisors who are always available when unfamiliar situations or non-routine enquiries arise.

SPECIALIST KNOWLEDGE AND SKILLS

- Basic knowledge of customer service practices within a library, visitor information or community service environment.
- Ability to use Council systems, library technologies and office software to complete routine duties following training.
- Ability to maintain accurate records and process routine transactions in accordance with specific guidelines.
- Working knowledge of established procedures relating to customer service, library operations and visitor experiences.
- Willingness to learn new systems, procedures and work practices relevant to the position.
- Good attention to detail when undertaking routine administrative and customer service activities.

MANAGEMENT SKILLS

- Complete allocated tasks within agreed timeframes, utilising basic time management and organisational skills.
- Follow work schedules and directions provided by the supervisor.
- Maintain accurate records and complete routine administrative duties as required.
- Use Council resources responsibly and in accordance with established procedures and specific guidelines.
- Follow workplace health and safety requirements and report hazards or incidents promptly.
- Seek guidance when workloads or priorities require clarification.

INTERPERSONAL SKILLS

- Communicate courteously and professionally with customers, visitors and fellow employees.

- Work cooperatively as part of a team to support quality service delivery.
- Provide clear information relating to routine enquiries and refer more complex matters appropriately.
- Maintain confidentiality when handling customer or Council information.
- Maintain positive working relationships through respectful and professional interactions.

INFORMATION TECHNOLOGY SKILLS

- Use standard computer applications, library systems and Council software relevant to the position following training.
- Accurately enter and retrieve information using established systems and processes.
- Operate office equipment and digital technologies required to support routine service delivery.

CUSTOMER SERVICE SKILLS

- Deliver friendly, respectful and professional customer service to all visitors.
- Listen carefully to customer enquiries and provide accurate information within the scope of the role.
- Assist customers to access library, visitor information and community services in accordance with established procedures.
- Respond to routine customer enquiries and refer more complex matters to the relevant employee.
- Support equitable access to Council services by assisting customers with diverse needs.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Completion of Year 10 or an equivalent level of secondary education.
- Experience in a customer service, retail, library, hospitality, tourism, community or visitor services environment is desirable.
- Experience assisting with children's activities, Storytime or community programs is desirable.
- An equivalent combination of training and experience will be considered.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Evidence of eligibility to work in Australia

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.

- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Demonstrated ability to provide friendly, professional and respectful customer service while responding to routine enquiries in a busy public environment.
2. Ability to communicate effectively with customers and fellow employees and work cooperatively as part of a team.
3. Ability to follow specific guidelines, established procedures, complete routine tasks accurately and complete allocated work within agreed timeframes.
4. Basic computer skills and the ability to learn and use Council systems, library technologies and office software relevant to the position.
5. Willingness to work across customer service, visitor services and community programs, including rostered weekend work where required.

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

Attachment 1: PEOPLE AND PERFORMANCE FRAMEWORK

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.	

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships

Works co-operatively and effectively with others.	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
---	--

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
----------------------------	--

Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
--	---

Staff member signature

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Early Year's and Visitor Experience Officer	Assist with library, visitor experience, program, venue and office-based tasks to support the day-to-day operation of the venue.	- Capacity to sit (static) for approximately 2 hours; - Capacity to alternate posture frequently from sitting to standing; - Capacity to stand and walk intermittently throughout the day. - Capacity to climb up/down of stairs; - Capacity to reach between head height and ground level on an occasional basis; - Lifting and carrying of loads approximately 10 kilograms from waist height on an occasional basis; - Pushing pulling trolley occasionally - Hand grip and dexterity; - Phone use - Accurately enter data - Use of computers and relevant IT systems and other equipment such as printers - Build and maintain professional relationships with internal and external stakeholders and suppliers. - Engaging and educating customers face to face, over the phone and online. - Work as a part of a team.	Sitting		X		
			Standing				X
			Walking			X	
			Lifting < 10kgs	X			
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures		X		
			Accepting instructions		X		
			Providing instructions		X		
			Sustained concentration			X	
			Major decision making	X			
			Complex problem solving	X			
			Supervision of others	X			
			Interaction with others			X	
			Exposure to confrontation			X	
			Respond to change		X		
			Prioritisation			X	