



POSITION TITLE	Hyphen Library and Visitor Experience
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 3
DIRECTORATE	Community Development
BUSINESS UNIT	Hyphen
REPORTS TO	Operations Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Permanent Part-Time
DATE	
EMPLOYEE NAME	

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

## POSITION OBJECTIVES

Hyphen is a vibrant and accessible contemporary multipurpose venue managed by Wodonga Council. Located within the heart of the central business area, Hyphen sits within the prominent precinct incorporating The Cube Wodonga performing arts center.

The Hyphen Library and Visitor Experience Assistant provides friendly and informative customer service to all visitors, promoting current and upcoming exhibitions and experiences in the local area. The role will provide library support to those seeking assistance accessing library materials or support with Information and Technology equipment. The role also monitors the exhibition space and provides support to venue bookings, events, activities and programs within the Hyphen space.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

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- Professionally represent Council as a frontline staff member at a key Council facility. Provide a quality customer experience, including welcoming all visitors and the timely resolution of all customer service enquiries;
- Liaise with other staff and volunteers to ensure continuity of the quality customer experience at the facility, support Hyphen staff and volunteers in the duties associated with the efficient day-to-day running of the venue;
- Maintain the reception desk and associated areas so that it is clean and tidy and provides a positive customer experience;
- Answering customer queries at the counter, over the phone and online;
- Assisting customers with access to library materials, loans and returns;
- Shelve, shelf-check and tidy library materials;
- Provide information about displays and events available at the venue, including gallery exhibitions and library activities;
- Assist with delivery of activities, programs, promotions, displays and venue bookings;
- Monitor Gallery exhibitions and activities
- Conduct Hyphen tours for visitor groups and facilitate educational visits, as required;
- Refer customers to informational displays, such as Albury Wodonga visitor information;
- Answer customer enquiries about retail items and artwork;
- Process purchases of goods, tickets and other items using the Point of Sale and EFTPOS facilities;
- Tidy and replenish informational and retail displays;
- Assist customers with booking enquiries;
- Collect and share data, including visitor information and statistics;
- Support members of the public and hirers to access library technology such as public computers, printers, photocopiers, scanners and connecting to wifi and other AV devices;

### **Accountability and Extent of Authority**

The position is accountable for:

- Representing Hyphen Wodonga Library Gallery; providing information and support to customers and staff as required.
- Working within specific guidelines as set by the service, and under the general supervision of the Hyphen Operations Coordinator
- Presenting a professional, neat, efficient and cooperative image to members of the public and staff including the wearing of corporate uniform and name badge whilst at work.
- Ensuring enquires and service requests are dealt with in accordance with council policy and procedures, and the service standards.
- Responsible for the quality, accuracy and timeliness of own work.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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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

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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

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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

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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

## CAPABILITIES AND BEHAVIOURS

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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.

## JUDGEMENT AND DECISION-MAKING SKILLS

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- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- The nature of the work is clearly defined and documented, with the Customer Service Assistant requiring

sound judgement and decision making skills in selecting the technique, systems or equipment in order to undertake tasks from a defined range of recurring work situations.

- Guidance and advice is always available.

#### SPECIALIST KNOWLEDGE AND SKILLS

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use council's document management system.
- Commitment to professional development of skills and issues relating to public libraries.
- High attention to detail.
- Affinity with books and a passion for customer service.
- Alphabetical and numerical skills.
- Possession of intermediate computer skills.

#### MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

#### INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

#### INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

#### CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

#### EMERGENCY MANAGEMENT DUTIES

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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

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- High School Certificate and/or Certificate III Library and Information Studies OR relevant customer service work experience.

#### LICENCES AND MANDATORY REQUIREMENTS

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- 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)

#### EQUAL OPPORTUNITY EMPLOYER

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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

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

#### COGNITIVE JOB DEMANDS

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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

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1. Completion of High School Certificate and/or Certificate III Library and Information Studies OR relevant customer service work experience.
2. Well-developed written and verbal communication skills with the ability to communicate effectively with customers, members of the public and other employees to provide a high level of customer service in a busy and varied environment.
3. Well developed alphabetical and numerical skills for the purpose of working within library systems.
4. Possession of computer skills for the purpose of assisting members of the public with using library technology service, personal devices and providing IT support in programs such as Microsoft Word and Excel, managing electronic files, sending and receiving emails and internet research.
5. A demonstrated understanding of visitor engagement within a public gallery setting including promoting an appreciation of art and culture within the community
6. Ability to work weekends

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.	<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.	<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	<b>SAFETY AND RISK MANAGEMENT</b>  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.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>

Future Focus	
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<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> <li>Understands council vision and purpose and how their role fits in</li> <li>Is willing to adapt to changing processes, systems, technology and environments</li> <li>Looks for improvements and better ways of doing things</li> <li>Seeks support and clarification when required</li> </ul>
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People Development	
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<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> <li>Displays council values</li> <li>Reflects upon own performance</li> <li>Seeks and acts upon feedback</li> <li>Sets goals for personal and professional development</li> <li>Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>Takes responsibility for own work and meeting job requirements</li> </ul>
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Manage Health and Wellbeing	
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> <li>Demonstrates effective time management and prioritising of tasks</li> <li>Is aware of, controls and expresses their own emotions appropriately</li> <li>Recognises when support is needed</li> <li>Accepts responsibility for their own actions and outcomes</li> <li>Is aware of the importance of self-care</li> </ul>
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Safety and Risk Management	
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> <li>Remains vigilant in ensuring a safe working environment for self and others</li> <li>Is aware of risk and takes action to prevent problems</li> <li>Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>Understands the importance of honesty and transparency</li> <li>Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>Complies with policies and procedures</li> </ul>
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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	
Hyphen Customer Focus Assistant	As a part of the service team, assist with library and office based tasks, providing quality service to customers, members of the public and other employees.	<ul style="list-style-type: none"> <li>Capacity to sit (static) for approximately 2 hours;</li> <li>Capacity to alternate posture frequently from sitting to standing;</li> <li>Capacity to stand and walk intermittently throughout the day.</li> <li>Capacity to climb up/down of stairs;</li> <li>Capacity to reach between head height and ground level on an occasional basis;</li> <li>Lifting and carrying of loads approximately 10 kilograms from waist height on an occasional basis;</li> <li>Pushing pulling trolley occasionally</li> <li>Hand grip and dexterity;</li> <li>Phone use</li> <li>Accurately enter data</li> <li>Use of computers and relevant IT systems and other equipment such as printers</li> <li>Build and maintain professional relationships with internal and external stakeholders and suppliers.</li> <li>Engaging and educating customers face to face, over the phone and online.</li> <li>Work as a part of a team.</li> </ul>	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					