

POSITION TITLE: CUSTOMER SERVICES OFFICER, (FIXED TERM) - LIBRARY AND MUSEUM

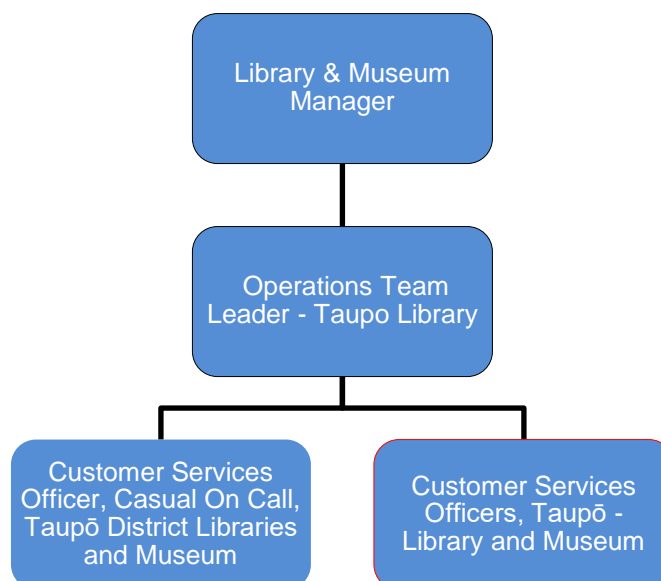
POSITION DESCRIPTION

POSITION INFORMATION

Group	Community, Culture and Heritage Team
Team	Library and Museum
Reports to	Operations Team Leader, Taupō Library
Direct Reports	Nil
Primary Location	Taupō Library Taupō Museum Turangi Library
Financial Authority	\$

TEAM STRUCTURE

Organisation structure of the position in relation to direct team



POSITION PURPOSE

The purpose of the Customer Services Officer – Fixed Term is to provide welcoming, professional and responsive customer service excellence.

Assist customers to meet their cultural, knowledge and heritage needs through access to the library and museum's physical and digital resources, technology and equipment.

Assist the library and museum team by performing administration functions.

Contribute to the delivery of library and museum events, programmes and services as required.

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Customer Service	<ul style="list-style-type: none"> Proactively assist customers to access library and museum knowledge and heritage services and resources. Proactively assist customers in the use of library and museum technology, resources and equipment to enable independent users. Ensure the buildings are clean, attractive and stimulating at all times and meets H & S requirements. Collections are well maintained and accessible. Provide customer service excellence
Administration	<ul style="list-style-type: none"> Provide general administration support for the library and museum team, including processing invoices, orders, banking and petty cash.
Support Services	<ul style="list-style-type: none"> Assist with the delivery of, arts, culture, knowledge and heritage programmes, events, exhibitions, displays as required. Assist with the maintenance of the collection as delegated.
Mātauranga Māori	<ul style="list-style-type: none"> Contribute to collaborative relationships with iwi, hapu and Māori communities. Support communities to deepen their understanding of Te Ao Māori through access to knowledge, taonga and experiences. Promote the principles of the Treaty of Waitangi (Te Tiriti O Waitangi).
Relationship Management	<ul style="list-style-type: none"> Build and maintain relationships with peers, wider staff, cultural institution partners, knowledge industries and other stakeholders including iwi and professional bodies to collaborate for mutual organisational gain
Records and Reporting	<ul style="list-style-type: none"> Ensure accuracy of information/records in systems adopted by the department/organisation. Produce accurate reports as required for managers and/or SLG
Health & Safety and Wellbeing	<ul style="list-style-type: none"> Model a culture of safety and wellbeing for your staff (if in a Supervisor/Manager position) Take responsibility for your own health and safety Ensure your own actions keep self and others safe Identify, report and assist to eliminate hazards/risks in work place Participate in local work place safety management practices Participate in workplace wellbeing initiatives

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> Ensure compliance under Health and Safety at Work Act 2015
Project Management	<ul style="list-style-type: none"> Undertakes projects and/or other initiatives that may be assigned by the manager or SLG
Emergency Management	<ul style="list-style-type: none"> Participates in civil defence emergency management (CDEM) events and training if required

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Library and Museum Manager Library and museum staff Wider Community, Culture and Heritage staff Wider TDC staff Volunteers 	<ul style="list-style-type: none"> Public Iwi Other libraries and museums Professional associations Education sector Tourism sector Arts, Culture & Heritage sectors Ngāti Tūwharetoa Gallery Governance Group Friends of the Museum Friends of the Library

VISION

“Making a better life for you and your families. We’re in this together – let’s make it work!”

VALUES

Kia kōtāhi mai – We’re in this together

Unite

Connect

Deliver

Kōtahitanga

Six key behaviours summarises how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • NCEA level 3 • Full drivers licence 	

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> • Open to change • Adaptability • Flexible work style • Happy disposition • Hard worker • Physically fit • Excellent communicator 	

Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 3 years’ experience working in a customer services environment and/or relevant sector e.g. tourism, education. 	<ul style="list-style-type: none"> • Fluency in Te Reo

Essential	Desirable
<ul style="list-style-type: none"> • Exceptional communication and people skills. • Proven experience and interest in using information technologies e.g. social media. • Excellent research skills using digital and print media. • Proven service focus and enthusiasm. • Proven planning and organisation skills. • Proven ability to work as a team member and independently. • Experience working with children and young people and awareness of needs of people with disabilities. • Understanding of and confidence in dealing with conflict resolution. • Understanding and appreciation of the principles of the Treaty of Waitangi. • Awareness of Te Ao Māori and Mātauranga Māori 	

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		