

Hertfordshire County Council Job Outline



JOB TITLE: Customer Service Assistant
GRADE: H1
REPORTS TO: Customer Service Supervisor or Library Manager
TEAM: Area Library Team
DEPARTMENT: Libraries and Heritage Services (LHS)

Purpose of the Job

To work as part of a team. To actively promote and encourage the use of library resources to all customers.

To deliver a consistently high level of customer service to all customers and undertake essential routine frontline work.

To support the delivery of Inspiring Libraries, the 10 year Strategy for Hertfordshire Libraries by actively promoting the library to customers as:

- a hub for community information and activities
- a place where they can access and benefit from digital technology a gateway to reading, information and wellbeing

Main Areas of Responsibility

1. Kiosk & Reception Duties

Greet and welcome customers into the library

Contribute to library targets by actively promoting the libraries' services to all customers

Support customers to issue and return library stock using the kiosks and computer system

Handle charges and other payments using a Kiosk or cash register

Handle basic enquiries from customers in person and over the telephone, referring them on to a more senior member of staff when appropriate

2. Shelving

Shelve all returned stock in the correct order Tidy and effectively display stock

3. Stock Duties

Basic stock maintenance

Processing returned stock and help with routine stock reports (or, identifying items that require further attention)

4. Other Duties

Work as part of a team to carry out library clerical routines as required by a supervisor
Support regular events, such as Toddler Tales and author events
Attend appropriate training activities to update knowledge and skills

5. Demonstrate HCC Values and Behaviours

Carry out duties and responsibilities in a timely and responsive manner, in line with HCC's Values and Behaviours Framework of:

- Being citizen focused
- Making sure every penny counts
- Acting with integrity
- Getting things right and learning from experience
- Continuing to innovate

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Experience

Experience of or an interest in working with the public

Skills: Essential

Understands and can apply the principles of good customer care.

Demonstrates a willingness to want to help people

Excellent communication skills

Able to listen and question library customers to refer them effectively

Friendly and confident

Able to proactively engage with and help library customers of all ages and backgrounds.

Confident in the use of the Internet

Demonstrates a desire to work collaboratively with colleagues to achieve service aims and objectives

Organised and methodical

Able to prioritise tasks

Able to use initiative to seek out tasks to complete during quieter periods Awareness of the wide range of library services offered

Able to work within Values and Behaviours

Willing to take responsibility for own self-development

Able to remain calm when working under pressure

Skills Desirable:

Able to promote a wide range of library services to all library customers

Able to discuss book choices with library customers

Awareness of the Dewey

Decimal non-fiction classification scheme

Practical IT skills

Knowledge of LHS library app

Knowledge of other computer based library information

Understands the principals of effective team working

Awareness of *Inspiring Libraries Strategy*

Understands the importance of promoting library stock and services to increase issues and visits