

### 1. JOB IDENTITY

<b>Post Title:</b>	Customer Assistant	<b>Service:</b>	Education and Children's Services
<b>Section:</b>	Libraries	<b>Grade:</b>	Admin D
<b>Reports to:</b>	Senior Library Administrator		

### 2. JOB PURPOSE

- Assist in the operation of the library, sections and projects within the service

This role may require flexible and weekend working

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

### 3. CORE RESPONSIBILITIES / DUTIES

- Customer care duties by welcoming and assisting visitors to the facility or digitally as applicable
- A point of contact for enquiries, responding appropriately by telephone, in writing, by e-mail or in person and re-directing as appropriate
- Shelve stock ensuring shelves are kept tidy, in the correct location and in the correct order.
- Assist in promotional activities and events, as required.
- Record and provide information through appropriate systems, updating and maintaining records, files and databases in line with corporate records management standards
- Assist in the collation, preparation and provision of information; verifying and validating as necessary
- Accept and process cash for charged library services
- Contribute to service planning for the service

### 4. QUALIFICATIONS AND TRAINING

**Essential:** • 4 standard grades or transferable experience and skills

**Desirable:** • Customer Care Training

### 5. EXPERIENCE

- Essential:**
- Customer facing experience
  - Approachable

- Desirable:**
- Experience providing library services
  - Experience of Social Media
  - Experience of working without supervision

## 6. KNOWLEDGE AND SKILLS

- Essential:**
- Flexible and resilient
  - Interest in delivering activities to a wide range of groups
  - Interest in and knowledge of books and other library media
  - Willing to learn new skills and undertake further training
  - Able to use the Office 365 suite
- Desirable:**
- Interest in information and literacy
  - Ability to work on own initiative and as part of a team
  - Good numeracy skills, accuracy and attention to detail
  - Good communication and organisational skills
  - Digital skills, along with an interest in developing these skills.

## 7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post.
Politically Restricted	Not applicable to this post.