

SENIOR CUSTOMER EXPERIENCE OFFICER (WEEKEND) POSITION DESCRIPTION

Department: Community Development
Unit: Library Services
Section: Customer Experience Unit
Reports To: Customer Experience Lead

The Position is also expected to work in collaboration with other staff across the organisation.

Direct Reports: Customer Experience Officers (Weekend)

Classification: South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement
General Officer, Level 4

Special Conditions: Works across all library sites as required. Works weekends.
Maintain Chief Fire Warden status and attend training every 2 years.

PURPOSE

The Senior Community Experience Officer (Weekends) ensures the smooth operation of processes, resource management and service delivery while maintaining high-quality standards during weekend opening hours. This position acts as a point of escalation to address complex or unresolved issues efficiently and proactively during weekends.

KEY RESPONSIBILITIES

- To ensure that the weekend operations of the Library run smoothly, offering citizens a safe, welcoming and responsive service.
- Ensure the accurate management of resources and inventory, guaranteeing optimal availability and accessibility for service users.
- To support roster scheduling and staffing to meet weekend operational needs.
- To promote an inclusive, efficient, and responsive environment for the community by handling escalations promptly and delivering high-quality service.

Resource Management

- To support roster scheduling, staffing and volunteers to meet weekend operational needs.
- To guide, support and supervise weekend Customer Service Officers and volunteers.
- Fostering team capability in collaboration with the Senior Customer Experience Officers.

Customer Experience

- To promote an inclusive, efficient, and responsive environment for the community by handling escalations promptly and delivering service excellence.
- To problem solve escalated issues, addressing complex or unresolved issues efficiently and proactively during the weekend.
- To actively deliver positive customer experiences of Library and Council services.

Library Operations

- To ensure weekend Library operations run smoothly, offering citizens a safe, welcoming and responsive service.
- Ensure the accurate management of resources and inventory, completing customer hold's, missing items checks, and collection maintenance as needed.
- Ensure delivery of Public Library Services standard operating processes and policies.
- Provide a point of contact for venue hirers to problem solve on site issues and access.
- Emergency responsiveness: Chief Fire Warden.

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SELECTION CRITERIA

ESSENTIAL CRITERIA

- **Customer Service Expertise:** Extensive experience in customer service roles, with a strong understanding of customer service standards and protocols.
- **Problem-Solving Skills:** Demonstrated ability to resolve escalated or complex customer issues efficiently, proactively, and with minimal supervision. Quick decision-making skills, especially in dynamic environments or during weekends when resources may be limited.
- **Communication and Leadership:** Strong verbal and written communication skills, with the ability to provide clear guidance to team members and manage escalations effectively. Ability to lead by example and provide consistent support and motivation to team members, especially when working weekends.
- **Organisational and Time Management Skills:** Strong organizational skills to manage multiple tasks, such as roster scheduling, issue escalation, and support for Customer Services Officers, while maintaining high levels of efficiency.
- **Customer-Centric Mindset:** A focus on delivering exceptional customer experience and ensuring that staff provide high-quality, responsive, and timely service to customers. Ability to empathize with customers and team members, ensuring that their needs are met even during challenging situations.
- **Tech-Savvy and Knowledgeable of Operational Tools:** Familiarity with scheduling, communication, and escalation tools and systems (e.g., scheduling software, CRM platforms) used for managing weekend operations and staff performance. Ability to leverage technology to streamline operations and improve service delivery.
- **Adaptability and Flexibility:** Ability to work in a fast-paced, dynamic environment, especially during weekends, handling multiple issues and adjusting plans as necessary. Willingness to step in and offer backup or support in different areas as required during peak times.
- **Attention to Detail and Accuracy:** Meticulous attention to detail in staffing, scheduling, and handling escalated issues to ensure smooth operations and optimal service delivery.
- **Commitment to Team Development:** A track record of mentoring and developing team members, providing training and support to ensure ongoing performance improvement for Customer Experience Officers. Ability to guide and support customer service staff, especially in complex or high-pressure situations.

DESIREABLE CRITERIA

- A love of reading and extensive knowledge of reading resources.
- Active member of Libraries SA OneCard Network.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance
- Current drivers licence
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

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WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- | | |
|-------------|---|
| All Workers | <ul style="list-style-type: none">• Prioritise safety in the workplace.• Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.• Comply with legislation, policies, procedures and participate in WHS training.• Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.• Use tools and equipment correctly to protect the health and safety of yourself and others.• Ensure you are medically and physically fit to undertake the requirements of your position.• Follow reasonable safety instructions.• Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely. |
| Leaders | <p>As a leader, you are also responsible for:</p> <ul style="list-style-type: none">• Implementing the Council's WHS Management System and ensuring team compliance.• Leading the development, implementation and monitoring of WHS policies and procedures.• Identifying, assessing, and controlling workplace hazards to minimise risks.• Investigating hazards and incidents and implementing control measures.• Reporting work-related injuries promptly.• Promoting a safe workplace by resourcing and supporting health, safety, wellbeing and return to work.• Providing workers with information, instruction, supervision and training, particularly during workplace changes.• Actively participating in WHS initiatives, audits and discussions.• Supporting workers in the Return-to-Work process.• Integrating WHS and risk management into recommendations to the Executive Leadership Team and Council. |

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WHO WE ARE



AGREEMENT

- By accepting this position, you acknowledge and agree to the following:
- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
 - I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
 - I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
 - I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
 - I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Date _____

Insert Name of Incumbent.
SENIOR CUSTOMER EXPERIENCE OFFICER
(WEEKEND)

Date _____