

# Library Service - Customer Service Officer / Relief Customer Service Officer Grade 6

## Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities.

Library Services vision is to widen access, increase involvement and make it easier for people to get involved. The purpose of the service is to provide choice and opportunity, growth and challenge, empowerment and enjoyment for all our communities.

With a strong customer focus the Customer Service Officer/Relief Customer Service Officer will be responsible for providing customers with reading material, will answer customer enquiries by providing information on books and resources, local information and Council services. The role will involve using a wide range of IT and supporting customers with IT enquiries, organising and assisting with activities and supporting customers with using the self-service facilities.

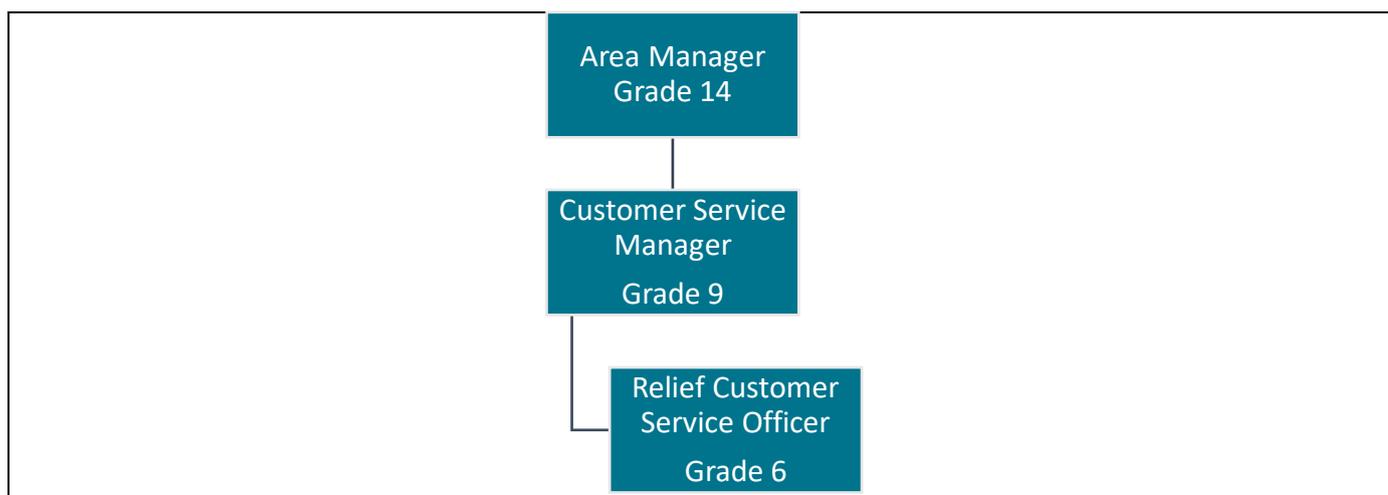
This role is based within the Adults & Communities Service. Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Contribute to the provision of library services providing assistance, information and customer care by face to face contact, over the telephone and in writing including providing basic guidance and support to new staff and volunteers. Working in a Frontline Service be familiar with and comply with council policies in order to meet the service objectives in a consistent and effective way.
- Answer customer enquiries and provide customers with information including signposting them to partners and relevant Council information.
- Manage and promote stock which involves returning books and other items to shelves and keeping them on the shelves in order. Repair, label and clean books and other items and receive and dispatch resources and materials in line with agreed administration procedures.
- Support customers in the use of self-service aspects including the collection and process of payments. You will issue receipts for forms and documents and keep appropriate records of customer transactions.
- Delivering key priorities, you will organise and assist with activities for library service customers and any other groups using the service.
- Maintain building security when opening and closing buildings adhering to Health and Safety standards.
- Customers receive an excellent customer service measured through high customer satisfaction levels.

- Responds to customer enquiries and complaints competently and efficiently.
- Customer enquiries are correctly diagnosed and resolved effectively by taking ownership of the enquiry/problem through to a resolution, this may be a referral to another service.
- Adheres to procedures to ensure information and records are accurate and kept up to date.
- Returned books and other items are part of a well-maintained stock collection.
- Under the direction of the Customer Service Manager contributes to ensuring performance targets are met.
- Adopts an approach which is flexible and committed to meet service objectives.
- Equality and diversity are promoted through the delivery of successful activities, appropriate stock selection and excellent customer service.
- Confidentiality of information is maintained, and data protection requirements adhered to.
- New staff and volunteers feel supported by colleagues, are confident and well prepared to deliver the service.
- The service is delivered from a safe and welcoming environment.

## Position of job in organisational structure



## Employee Specification

<b>Knowledge, qualifications, skills and experience</b>	<b>Shortlisting criteria</b>
Experience of working in a front-line service environment and engaging with customers both face to face and over the telephone, with the ability to provide information in a sensitive and understanding manner.	Essential
Competent in the use of IT and digital technology to provide statistics and assist customers with basic enquiries.	Essential
Literacy and numeracy skills to produce written responses in plain language and assist the customer to complete specified forms.	Essential
Flexible in working arrangements and hours to meet the needs of customers and the service and to achieving deadlines where set.	Essential

<b>Knowledge, qualifications, skills and experience</b>	<b>Shortlisting criteria</b>
Available to work as a Relief Customer Service Officer to a rota where there is no fixed location or weekly pattern of hours.	Essential
Is a team player who contributes to the team's goals.	Essential
Ability to work on own or as part of a team	Essential
Ability to communicate effectively with a range of people on day to day matters in a form that is appropriate to them and the situation.	Essential
Physical ability to be able to lift, carry and deliver bulky items.	Essential
Able to operate equipment needed to undertake the role e.g. office equipment.	Essential
Understanding of data protection and confidentiality	Essential
Ability to carry out duties in line with Health and Safety.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

### For Office Use Only:

Job Category	Customer Service	Grading ID	65020
Job ID	80100961	Last Updated	June 2020
Job Focus	No	Career Progression	No

### Contractual Variants

DBS Category	Other	DBS Type	Basic
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	November 2020		