

POSITION DESCRIPTION

Position	Administration Officer
Location	Geelong Library & Heritage Centre
Award classification	Band 4
Position duration	Permanent Part-time – Job Share
Hours of duty	38 hours per fortnight
Conditions of employment:	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
Occupant:	Vacant
Approved by:	Chief Executive Officer
Date:	19 February 2016

POSITION OBJECTIVES

As part of the Corporate Services Team, provide efficient and effective administrative support and receptionist services by:

- Maintaining the accurate and timely provision of administrative duties and tasks.
- Maintaining the accurate and timely provision of Financial Management System purchasing, receipting and supplier detail support.
- Providing professional telephone and visitor reception to the Regional Library Service Centre
- Positively contributing and participating as a member of the Corporate Services team by providing ongoing and regular feedback on administration and reception practices, systems and processes and their documentation.
- Fulfilling the objectives of the Regional Library in accordance with approved plans, policies, procedures and guidelines

ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks covering some 5,500 square kilometres providing library and heritage services to four councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a Central Library located in the heart of Geelong's cultural precinct, 15 Community Libraries in urban, rural and coastal locations, two mobile library services and a community library service.

ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

To contribute to a creative, flexible and resilient Children's and Youth Services team, Library Services and Customer Experience team and Geelong Regional Library Corporation team.

To work according to the Library's values and service principles through individual and team actions.

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Executive Assistant
Directly supervises:	N/A
Internal Liaisons:	Library Staff
External Liaisons:	Library users Library suppliers City of Greater Geelong Accounts and Finance staff Council Staff

KEY RESPONSIBILITIES

1. Administration

- Develop and maintain systems relating to the timely and accurate processing and distribution of incoming and outgoing mail.
- Maintain an accurate correspondence register.
- Prepare documents and spreadsheets as required.
- Prepare relevant standard forms for operational use for all areas of the Regional Library.
- Prepare standard notices for branch and mobile libraries.
- Maintain adequate supplies of office items and stationery.
- Maintain adequate supplies of recurrent printed operational materials.
- Ensure timely completion of photocopying and filing.

- Review and implement effective and efficient administrative practices suitable for the needs of the Geelong Regional Library Corporation.
- Contribute to the training of new staff.
- Liaise with other Administration staff to ensure knowledge and completion of all tasks and duties.

2. Reception and Customer Service

- Provide accurate, courteous and friendly service to customers when handling incoming telephone calls and visitors to the Regional Library Service Centre including the recording and delivery of messages.
- Refer enquiries to relevant staff as required.
- Refer library based services including loan renewals and other circulation control activities to branches or relevant staff.
- Ensure a safe, clean and welcoming reception area.
- Maintain a Visitors Registration Log.

3. Financial Management Support

- Process purchase orders, invoices, and other financial activities within guidelines to ensure the efficient operation of the Financial Management System.
- Process and monitor new supplier information for inclusion on the Financial Management System.
- Develop and maintain an accurate recording and reimbursement of authorised petty cash claims, ensuring maintenance of the approved float.
- Ensure accurate and timely receipt and banking of office monies.
- Maintain an accurate register of GRLC generated invoices, including receipting of incoming payments and the follow-up of any outstanding monies.
- Purchase office supplies, stationery and recurrent printed operational materials.
- Monitor expenditure of Office Items & Stationery and Consumable Items budgets. Provide quarterly reports on expenditure.
- Make recommendations for budget considerations.

4. People and Teams

- Proactively cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all GRLC functions.
- In accordance with GRLC performance planning, development and review processes, participate in staff reviews and prepare an annual work plan to support organisational objectives.
- Contribute to the successful operation of the library service by assisting colleagues and senior staff to support and meet the organisational objective, goals and strategies of Corporate Plans
- Attend appropriate training and meetings as required
- Attend and participate in staff meetings

- Promote cohesive working relationships with Council staff liaising as required regarding organisational matters.

5. Organisational Responsibilities

- Adherence to Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment.
- Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.
- Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the efficient delivery of key responsibilities outlined in this position description and has the authority act on these responsibilities.
- Responsible for fostering and promoting customer focus and commitment.
- Responsible for providing information and feedback relating to Administration and Reception delivery methods, policies, procedures and guidelines.
- Responsible for adherence to the Corporation's Privacy Policy and any associated legislation.
- Extent of authority is governed by Library Policy

JUDGEMENT AND DECISION MAKING

Duties are carried out within a defined range of objectives, procedures and guidelines. Selection of appropriate techniques may be required from the range available. Timely guidance and advice are always available.

SPECIALIST SKILLS AND KNOWLEDGE

- High level customer service skills.
- Proficiency in the use of information technology and software including Microsoft Office, Microsoft Publisher and the Internet
- Proficient keyboard skills.
- Well developed literacy and numeracy skills.
- Well developed analytical and investigative skills.
- Well developed time management skills
- Ability to research, analyse, comprehend and report information.
- Ability to use Financial Management Systems
- Ability to use an automated library system.
- Ability to operate office equipment eg. printers, photocopiers, scanners, facsimile machines.

- Ability to analyse and troubleshoot low level equipment and software malfunctions.
- Awareness of State and Civic leaders and representatives
- Sound knowledge of current local issues
- Sound general knowledge.
- Ability to lift and carry light loads.
- Demonstrated understanding of the role of public libraries in the community.

MANAGEMENT SKILLS

- Efficient and effective planning and use of own time.
- Efficient and effective record keeping.
- Ability to use discretion in the handling of sensitive information.
- Ability to be innovative and initiative.
- Ability to prioritise duties to meet organisational objectives.
- Ability to initiate and manage change.
- Ability to understand organisational context.
- Ability to assist colleagues by providing on the job training relating to areas of responsibility

INTERPERSONAL SKILLS

- Oral skills to gain the understanding and cooperation of library customers and library suppliers and communicate with colleagues in disseminating information, exchanging views and resolving problems.
- Written skills to communicate with colleagues and library suppliers relating to administration and accounts relevant to the position.
- Ability, flexibility and motivation to work as a team member.

QUALIFICATIONS AND EXPERIENCE

- Business Administration Certificate or similar or minimum 4 years' experience in an office administration position.
- Experience in the use of the Purchasing and Receipting functions of a Financial Management System – preferably ORACLE
- Customer Service experience.
- Current Victorian Drivers Licence.
- Police Check

KEY SELECTION CRITERIA

- Demonstrated proficiency in the use of Information Technology and software, including Microsoft Office 2010, Microsoft Publisher and Internet
- Minimum 30 words per minute keyboard skills with 98% accuracy
- Business Administration Certificate qualification or relevant experience
- Experience in the use of a Financial Management System
- Demonstrated record keeping skills

- Demonstrated oral and written communication skills
- Demonstrated customer service experience
- Current Victorian Drivers Licence

TERMS AND CONDITIONS

The Administration Officer is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the current salary is \$56,081 - \$60,553 pro rata plus superannuation.

Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals apply pursuant to the Enterprise Agreement.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Police check.

A six month probationary period applies.

SPECIAL CHARACTERISTICS

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

JOB APPLICATION GUIDE

All applicants should carefully read the **Job Application Guide** located on the Employment page of the website, which provides further information and outlines the requirements when applying for a job with GRLC.

CLOSING DATE FOR APPLICATIONS

Sunday, 6 March 2016.