

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

Work Base

Although you will be based at one library, you may be required to work on a timetabled basis at another library, for which travel expenses and time may be claimed under HCCs Business Travel and Subsistence Policy.

Timetable

This post will work at weekends. A provisional timetable worked on a weekly rota will be provided. Please note that it will be subject to change to provide adequate staffing during opening hours. 30 minutes (unpaid) is given for lunch, and also short tea breaks (paid) as appropriate.

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 HertsDirect, on the internal intranet 'Compass' 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.

Development of Self

As an organisation we want all our staff to fulfil their potential. As an employee we expect you to take responsibility for developing within your role, using your annual Personal Development Plan, by for example, attending training courses and completing e-learning training modules

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: Customer Service Assistant

	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> • Experience of or an interest in working with the public 	<ul style="list-style-type: none"> • Experience of working in a library
Skills: Customer Care	<ul style="list-style-type: none"> • Understands and can apply the principles of good customer care • Demonstrates a willingness to want to help people 	
Skills: Communication	<ul style="list-style-type: none"> • Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English • 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 	<ul style="list-style-type: none"> • Able to promote a wide range of library services to all library customers • Able to discuss book choices with library customers
Skills: Filing	<ul style="list-style-type: none"> • Able to shelve books alphabetically and numerically, quickly and accurately 	<ul style="list-style-type: none"> • Awareness of the Dewey Decimal non-fiction classification scheme

	Essential criteria	Desirable criteria
Skills: IT	<ul style="list-style-type: none"> • Confident in the use of the Internet 	<ul style="list-style-type: none"> • Practical IT skills • Knowledge of LHS library app • Knowledge of other computer based library information resources
Skills: Team work	<ul style="list-style-type: none"> • Demonstrates a desire to work collaboratively with colleagues to achieve service aims and objectives 	<ul style="list-style-type: none"> • Understands the principles of effective team working
Skills: Organisational skills	<ul style="list-style-type: none"> • Organised and methodical • Able to prioritise tasks • Able to use initiative to eg seek out tasks to complete during quieter periods 	
Knowledge	<ul style="list-style-type: none"> • Awareness of the wide range of library services offered 	<ul style="list-style-type: none"> • Awareness of <i>Inspiring Libraries Strategy</i>
Behaviours	<ul style="list-style-type: none"> • Able to work within Values and Behaviours • Willing to take responsibility for own self-development • Able to remain calm when working under pressure 	<ul style="list-style-type: none"> • Understands the importance of promoting library stock and services to increase issues and visits