



**Tauranga**City

## Job description

<b>Title</b>	Library & Community Hub Assistant
<b>Number</b>	
<b>Group</b>	Community Services
<b>Division</b>	Library & Community Hub
<b>Reports to</b>	Library & Community Hub Leader
<b>Direct reports</b>	Nil
<b>Date</b>	7 December 2023

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The purpose of this role is to welcome and assist community members to access library services (including physical and digital resources, programmes and events) and be the first point of contact for enquiries relating to Council's services.

### Key outcomes

<b>The Library Community Hub is welcoming and safe and provides excellent service to the community.</b>	<ul style="list-style-type: none"><li>• Demonstrate a strong customer service ethic and deliver outstanding customer service.</li><li>• Assist customers to access Council services and library resources, navigating literacy and social vulnerability issues.</li><li>• Assist customers to find information and use technology and digital resources.</li><li>• Encourage customers to utilise self-service options where possible.</li></ul>
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	<ul style="list-style-type: none"> <li>• Take action to resolve customer problems including de-escalating and managing aggressive customers and customer disputes.</li> <li>• Undertake the role of the person responsible for a council facility in the absence of the Community Hub Leader and the Assistant Community Hub Leader.</li> <li>• Carry out all tasks and payment processes accurately, following procedures.</li> <li>• Develop positive relationships with customers and TCC staff.</li> </ul>
<b>Customers receive accurate information and resolution of enquiries.</b>	<ul style="list-style-type: none"> <li>• Provide information to customers about services, community engagement, bylaws, policies, and procedures across a range of council activities.</li> <li>• Create accurate service requests to other council departments to ensure customer queries are responded to as per service level protocol.</li> <li>• Ensure customers are confident and know and understand next steps when enquiries or requests are referred.</li> <li>• Ensure a range of council systems are used to access, retrieve, and record information.</li> <li>• Utilise a range of communication tools to liaise with wider TCC departments.</li> </ul>
<b>The community enjoys life-long learning through library programmes and services</b>	<ul style="list-style-type: none"> <li>• Assist with the delivery of library programmes to specific customer groups, e.g. children, youth, older adults.</li> <li>• Promote programmes and events and assist with bookings.</li> <li>• Provide readers advisory to enable customers of all ages to find reading material and promote library collections.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

### Person specifications

<b>Essential</b>
NCEA Level 3 or equivalent Qualifications

Minimum of 3 years' work experience, preferably in a library, community, or customer service environment

Library or business studies desirable

Outstanding customer service and interpersonal skills.

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections