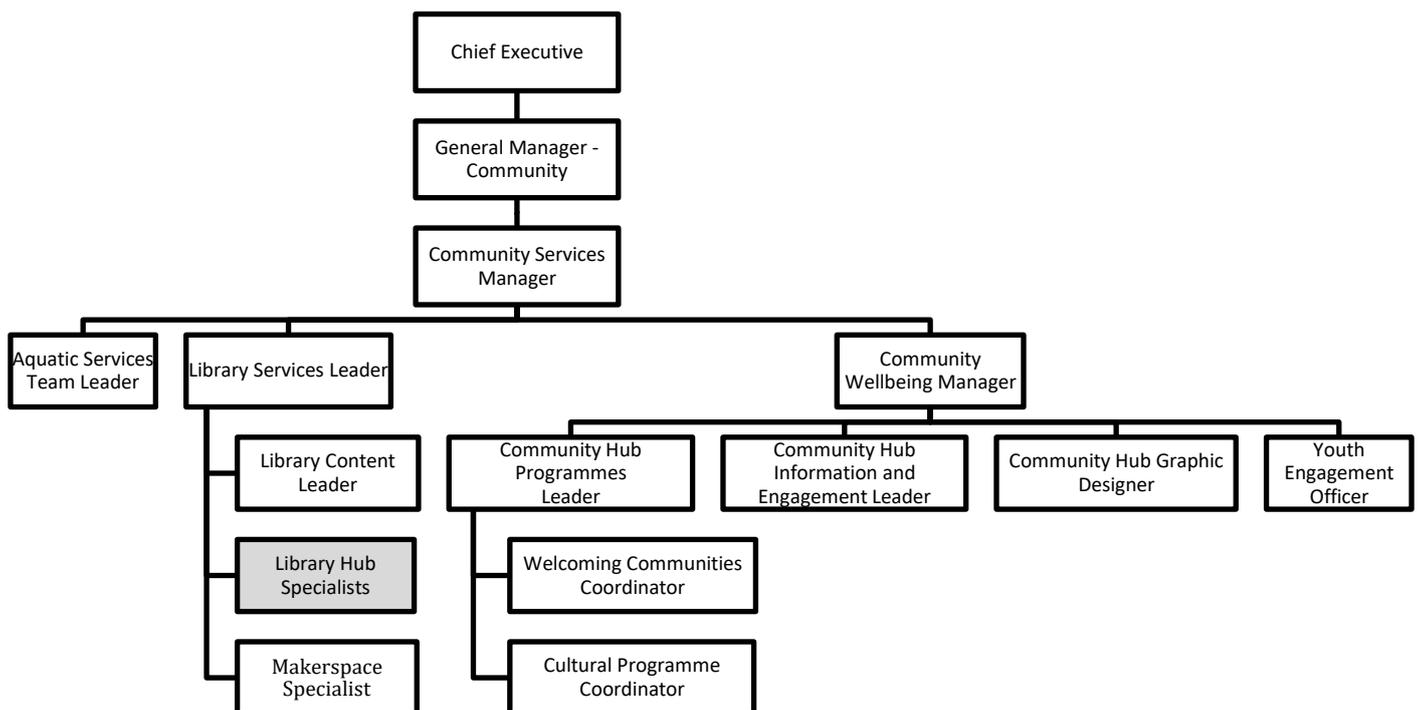


JOB PROFILE

Job title	Library Hub Specialist
Area	Community
Reporting line	Library Services Leader
Job purpose	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Create exceptional customer experiences • Actively promote Manawatu Community Hub Libraries resources and services • Perform day to day tasks to support the effective and efficient operation of the service and the work of others in the team • Participate in Manawatu Community Hub Libraries projects, programmes, events, activities and meetings as required.
Location	Feilding and Manawatū District as required

Reporting relationship



About us

Here at the Manawatū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawatū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The purpose of the Community Hub Experience Representative role is to:

- Create exceptional customer experiences
- Actively promote Manawatu Community Hub Libraries resources and services
- Perform day to day tasks to support the effective and efficient operation of the service and the work of others in the team
- Participate in Manawatu Community Hub Libraries projects, programmes, events, activities and meetings as required.

Key relationships

- All staff of the organisation
- Other local authorities
- Local Community – individuals of all ages, families, clubs, schools, organisations and businesses
- Professional colleagues in the library and information sector and related professionals

Key responsibilities

Manawatu Community Hub Libraries business

- Provide exceptional customer experiences by responding in a timely manner to a wider range of face to face, telephone and electronic enquiries and transactions.
- Assist customers to independently use the Hub's physical and digital library resources.
- Develop a thorough knowledge of resources and information (including digital resources) to enable informed assistance to customers.
- Actively promote the full range of resources and services (including digital) and encourage the community to participate in events and programmes, or in using new resources etc.
- Ensure all equipment is in working order, Hub technology is operational (taking responsibility to identify any issues that require escalation), and resources are well-maintained and effectively displayed and promoted.
- Ensure the physical environment of the Hub is pleasant, tidy and well maintained, that resources are well displayed and accessible, and that the Hub is able to be used and enjoyed by people of all ages and abilities.
- Participate in the day to day running of the Community Hub Library by appropriately responding to customer enquiries, and assisting with transactional and routine activities including programmes, activities and the Makerspace.
- Perform day-to-day operational tasks that support the work of others in the team and contribute to the smooth operation of the Community Hub Library service.
- Competently use all electronic systems to carry out transactions and updates (including, but not limited to, Council, Library and booking transactions and social media).
- Identify opportunities for continuous improvement of Hub resources, services and activities.

Team Support

- Contribute to the smooth running and effectiveness of all work teams by sharing key tasks, participating in meetings, covering for other staff during busy times, and demonstrating a commitment to collaboration and organisational objectives and values.
- Contribute to the knowledge of the organisation by continuously developing skills in areas which will support colleagues and enhance the overall experience of customers.
- Assume responsibility for duties such as, for example, creating displays, managing overdues, banking, helping with exhibitions and performances, assisting with the meeting rooms, etc.
- Share responsibility for services to specific customer groups, e.g. children, youth, older adults, housebound, etc.
- Communicate with colleagues in a timely and positive way, and share learning and ideas for improvement with colleagues.

Digital and information technology

- Support customer and colleague use of technology and electronic services by providing assistance in the use of technical equipment, a wide range of electronic resources and information in a variety of formats.

Qualifications, knowledge and experience

Essential

- Minimum Six Form Certificate or NCEA Level 2 or equivalent level of education
- 3 years Successful experience working in library, community hub, education, recreation, retail, or hospitality sectors
- Proven experience working in a high pressure community focused environment
- Demonstrated competence in the use of technology and digital resources
- Current drivers licence

Preferred

- A Tertiary qualification in libraries or a related discipline (e.g. technology, education, management, literature, community studies, etc)
- Over 3 years customer experience in a public library or community recreation service

Personal attributes

- “Going the extra mile” and having a passion for providing outstanding service will be second nature.
- Have a ‘can do attitude’ and is able to support others in their work.
- Ability to work well with people of all ages from a wide range of cultures.
- Ability to think and act in a way that is future focused and that demonstrates a desire to embrace change.
- Ability to work collaboratively, work effectively in a team environment, share knowledge and devote energy to achieving team goals.
- Ability to take responsibility for on-going learning.
- Willingness to take responsibility and follow through and complete tasks with minimal supervision.
- Excellent physical stamina for performing repetitive tasks, lifting heavy stock, pushing trolleys and energy to cope with the demands of working with children and young adults.
- Ability to effectively promote the pleasure of reading to people of all ages.

Other requirements

- Demonstrate our values of being professional, supportive, caring and fun
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- If we have an emergency management situation, undertake activities as directed, as part of our MDC response
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities

Employee
Library Hub Specialist

Date

Lyn Daly
General Manager – Community

Date