



SHAPING AN
AWESOME
HAMILTON

Ringa Haapai/ Customer Service

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

About the role

In this role, you will be the face of Hamilton City Libraries, assisting library customers to access and use the full range of library services. You will also support library initiatives and programmes that increase community engagement and promote lifelong learning.

Reports to	Ringa Tohu Team Leader
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Where the role sits

This role is part of the Customer and Community group. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services.

Key responsibilities

Some of the key responsibilities for this role include:

- Customers of Hamilton City Libraries are provided with excellent customer service in a safe and welcoming environment.
- Library initiatives, programmes and events are successfully promoted and delivered.
- Library processes such as issuing, renewing and registrations are completed accurately and in a timely manner.
- Monetary transactions are completed accurately and according to the set guidelines.
- Library customers are empowered to use Library resources and equipment independently, through quality coaching and support.
- Library spaces and collections are maintained as per presentation standards, to enable ease of access.

How you will do this

Our team culture is critical to our success. We value kia urutau (adaptability), kia ngaawari (simplicity), kotahitanga (inclusiveness), kaitiakitanga (guardianship), and kia manawanui (ambition). It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others. We want someone who:

Qualifications and experience:

- Excellent customer service experience.
- Cash handling experience, including processing transactions and completing reconciliations.
- Experience in, or willingness to learn, leading programmes aimed at children aged 0-10 years.
- Strong digital skills, and experience in the use of applications such as Microsoft Office.

Qualities and attributes:

- An awareness that mindset is the foundation of performance, and an ability to develop self and others in this regard.
- The ability to actively participate in team meetings and demonstrate a

commitment to collaborative and agreed objectives.

- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of people.
- An ability to operate independently, show initiative and monitor workload.
- A commitment to adhering to the Child Protection policy, procedures, and requirements to ensure the safety and wellbeing of children and young people at Council facilities.

Health, safety and wellbeing

All our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*