

SHAPING AN  
AWESOME  
HAMILTON

# RINGA HAAPAI/SERVICE REPRESENTATIVE

## LIBRARIES - CUSTOMER AND COMMUNITY

### WHY WE ARE HERE

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

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

### WHY THIS ROLE EXISTS

This position sits within the Customer and Community Group. The purpose of this group is to provide services to customers and citizens.

## WHAT YOU WILL DO

Reporting to the Ringa Tohu/Service Leader 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   Service Leader
Responsible for (total number of staff)	Nil
Delegation	Nil
Budget	Nil

## KEY OUTCOMES

Some of the **key outcomes** 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.
- All health and safety activities, policies, and practices (including Civil Defence) are actively participated in and complied with.

## HOW YOU WILL DO THIS

Our team culture is critical to our success. 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.

## YOU BRING TO THE ROLE

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