POSITION SUMMARY
To provide a high quality information and referral service to the University’s community through interaction with its clients.

ORGANISATIONAL ENVIRONMENT
The University of New South Wales is a leading Australian university with a strong record in research and a growing reputation based on its approach to learning and teaching. The University and its Library operate in an environment characterised by constant change in higher education, both nationally and globally and by increasing tensions between traditional and innovative modes of scholarly communication. Within this context, UNSW Library supports UNSW learning, teaching and research endeavours.

UNSW Library is one of Australia’s major research libraries, with extensive scholarly information resources. It serves a large population of academic staff and students on two campuses and affiliated research institutes.

A key priority of the Information Services Department is to build relationships with academic staff, academic units and students to more accurately identify needs and to develop innovative and responsive services and products to meet them. The Client Services Unit is a part of the Information Services Department and is responsible for delivering a streamlined inclusive customer service to Library and University users both from physical locations and online.

The Library is open seven days a week during session and examination periods and five days a week in other periods.
Reporting Relationships
The Client Services Unit is resourced with a number of client services teams. As demand for client services varies during the year, the size of each team may vary and may include additional casual staff at peak demand times. Client Services Team Members report to a Client Services Coordinator for specific work and will regularly be assigned different areas of responsibility.

Other Relationships
All Client Services Team Members work closely with staff from other units of the Library and the University to ensure the provision of a high level of service to clients.

Reporting Relationships
Supervisor’s title: Client Services Team Coordinator
Other positions reporting to the supervisor: Client Services Intern, Client Services Librarian

KEY DUTIES & RESPONSIBILITIES

• Provide consistent and reliable information regarding Library and University services to clients who visit the University’s campuses and/or ask for information and assistance by telephone or online
• Provide accurate and timely referrals to other units of the Library and/or the University in response to clients’ queries
• Solve standard problems within standard Library and University policies and procedures
• Interpret and process queries, including loans and membership requests, by applying knowledge of relevant Library and University policies and procedures
• Provide training and guidance to other staff and casuals, including providing basic supervision on routine tasks or specific projects
• Cooperate with all health and safety policies and procedures of the University and take all reasonable care to ensure that actions or omissions do not impact on personal health and safety, and the health and safety of others
• Other appropriate and relevant duties as required

SELECTION CRITERIA

1. TAFE qualification or higher relevant experience or an equivalent level of knowledge gained through any combination of education, training and/or experience
2. Demonstrated experience in the provision of high quality, consistent and effective client services
3. Demonstrated written and oral communication skills with the ability to effectively liaise and communicate with clients
4. Demonstrated interpersonal and professional skills, including the ability to engage positively and maturely with clients
5. Ability to work and make decisions in a multi-tasking role with overlapping priorities and deadlines within a team environment
6. Ability to work evenings, weekends and public holidays and to work at different campuses as required
7. Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training
8. Ability to implement equal opportunity and diversity policies and programs
It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.