

Position Description

Position Title

Casual, Library Customer Services Assistant

Location

District Libraries

Contract Type

Casual

Date

October 2025



Department

Community & Recreation



Unit

Libraries

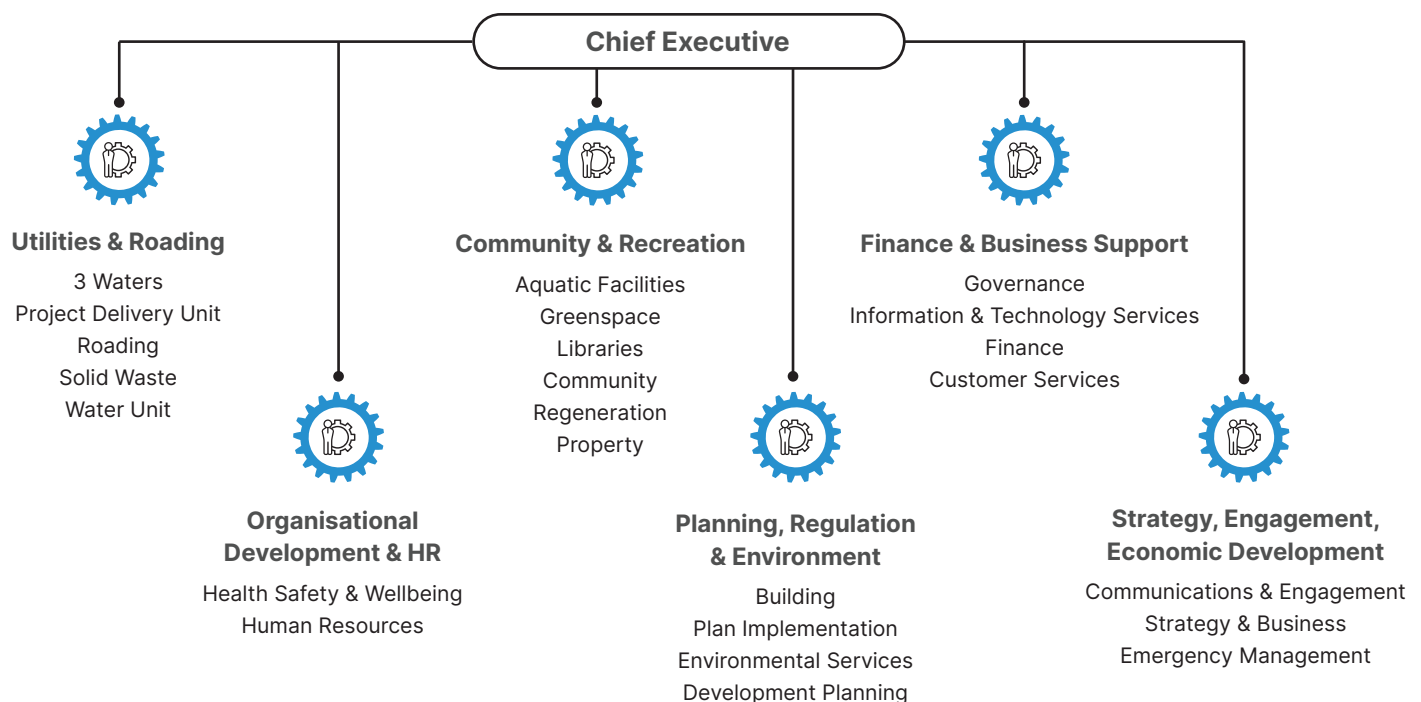


Team

Not Applicable

Rangiora Service Centre –

Organisation Context



Tā mātou mauri

Our principles

Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

Our vision

We are a respectful, progressive team delivering value for our customers.

Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

Our customer promise

We will be professional, approachable and solutions-focused.

Position Details

Purpose of Position

Enhance a welcoming, professional and responsive library environment by delivering dynamic front-line services.

Support the delivery of library, information and digital literacy support and services.

Contribute to daily operations and the overall maintenance of the library's collections and equipment.

Support Team Leaders in the day-to-day operations of the Waimakariri Libraries with other tasks as required.

Key Relationships

Responsible to

Team Leader - Operations

Responsible for

Nil

Internal

District Libraries Manager
Libraries Leadership Team
Library Team members
Council Service Centre Team

External

Customers
Residents and Ratepayers
Te Ngāi Tūāhuriri Rūnanga

Is there an approved delegated authority for this role? ☐ Yes ☒ No

If yes, state limit for role \$:

If yes, is this role responsible for that budget? ☐ Yes ☐ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☒ Yes ☐ No

If yes, does this role fall under the Childrens Act 2014? ☐ Yes ☒ No

This position has been identified as: Non-core worker

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

Customer Service

Measure (successful when)

The Council's values are modelled in all interactions with staff and customers by way of exceptional and proactive customer service.

All colleagues are supported to increase and improve their capability to offer excellent, mana-enhancing service to preschool and primary aged children and their families.

Customer Experience

Hapori experiences of Waimakariri Libraries are enhanced via opportunities for people to explore digital technologies in a way that surprises and delights them,

The reputation of Waimakariri Libraries as a place for people of all ages to explore technologies grows.

Programme Delivery

Programmes, events and classes are planned for and delivered for all ages to a consistently high standard.

Operational

The Team Leaders are supported with daily operations, overall maintenances of library collections, equipment and systems as required.

A can-do attitude is modeled in the face of operational challenges.

Te Ao Māori

Te Reo Māori is used appropriately and positively in verbal and written communications.

Use of Te Reo Māori is respected and encouraged.

Key Result Areas Continued

KPI (area of responsibility)	Measure (successful when)
Team Culture	Staff feel comfortable to be themselves at work and a culture of embracing diversity is evident. New staff are inducted well and feel part of the team. Core competencies and professionalism are modeled. Challenges are dealt with through appropriate channels.

Person Specification

Education/Qualifications

Minimum requirement for the role:

National Certificate Level 3 NCEA Level 3

Education to minimum school leaving age NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

A qualification in education, community learning or teaching is an advantage. A qualification in library and information studies is not necessary in this role, however undertaking a course of relevant study would be advantageous. A qualification in education or community work or a willingness to study desired

Knowledge/Experience

Minimum requirement for the role:

3-6 months

The level required to perform straightforward clerical or operational tasks. Minimal experience required as tasks can be learned on the job.

Further information:

Previous library experience is not necessary for this role, however an understanding of future-focused libraries is expected. Experience in working as part of a high performing customer facing team. Experience providing exceptional customer experience and service.

Attributes

Energetic and proactive, reliable and resilient, this role would suit someone who thrives on connecting and engaging with people of all ages and diverse cultures, and who keeps the customer and community at the heart of what they do.

Someone who is self-aware, acts with maturity, integrity and mana, has a continuous improvement mindset and takes accountability for their actions.

Someone who is both a solutions-focused self-starter and a team player; someone who can use their initiative to get things done and who also works well in a busy and fun team environment, enjoying working together to achieve successful outcomes for the community.

Skills

Skilled with using digital technologies and confident to support customers in their use of digital technologies, electronic information and library resources.

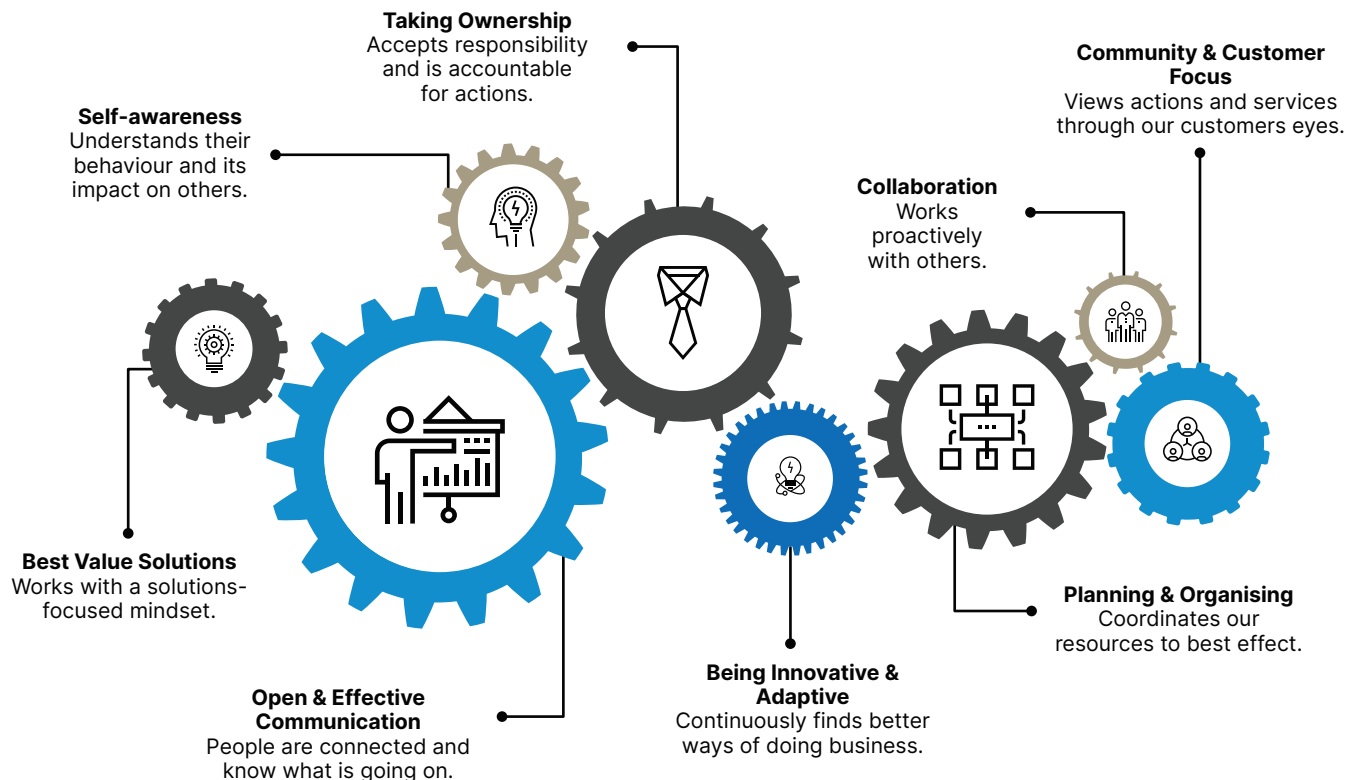
Excellent verbal and written communication skills.

Time management and organisation skills, with the ability to plan to deadlines.

Emotional intelligence.

Skilled in building relationships with people of all ages.

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by

Luke Sole

Date

April 2024