



## POSITION DESCRIPTION

### Resources & Library Support Officer

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Reports to:  
Coordinator – Resources Team

Department:  
Education Services

Classification:  
PACCT 2

Location:  
Swan Hill

#### Primary objectives

- Provide a quality service to all staff and external clients including answering complex queries and offering solutions where available.
- Provide efficient administrative processing and maintenance of procurement records, including the provision of relevant advice and support to all stakeholders, input and maintain all Platinum Travel & Reimbursement claims.
- Ensure all Procurement requirements are met by requestors to ensure Purchase Orders are raised in a timely manner.
- Assist Coordinator Resources Team & Head of Procurement when requested.
- Provide administrative and technical support to Resources and Library Team

#### Position summary

Reporting to the Coordinator Resources Team this support role works in all areas of Resources Team. The incumbent must be able to demonstrate flexibility, as well as excellent time management and customer service skills to respond to the variety of customer needs.

This role has particular responsibility for liaising with SuniTAFE staff to ensure all procurement documentation is correct to allow a smooth process from requisition to purchase order. Receiving stock, liaising with customers regarding special orders, and liaising with suppliers regarding order discrepancies and returns.

The Resources & Library Support Officer will also assist in daily functions of the Library including circulation desk operations and shelving, and will have particular responsibility for preparation for borrowing (end processing) of Library materials.

## Key responsibilities

### **Provide effective and efficient service to all Resources customers**

- Assist Resources and SuniTAFE staff with special orders and troubleshooting of BookNet issues.
- Ensure credit accounts accurately maintained.

### **Provide administrative and technical support to Resources Team**

- Responsible for the processing of purchase orders and goods receivable utilising various systems including Technology One Financial (TOF) and BookNet.
- Liaise with SuniTAFE staff to ensure all procurement documentation is correct to facilitate timely processing.
- Liaise with SuniTAFE suppliers regarding inaccuracies in orders and return of goods
- Liaise with SuniTAFE staff to ensure the accuracy of special orders
- Receive and despatch resource materials associated with off-campus and extended campus operations.
- Assist with orders and stocktakes including responsible for receiving.
- Perform Resources end of month functions as rostered.
- Assist with the return for credit process.
- Assist with the administration of Futura, Aspire and Captapult learning management systems to ensure correct resources are allocated to institute staff and students.
- Effectively use computer system (BookNet)
- Responsible for providing training sessions to TOF requisitioners as requested by Coordinator Resources Team and Head of Procurement.
- File any documents relating to Resources purchasing in accordance with Institute policy & Procedure
- Assist with all stages of the Resources purchasing process as required
- Assist with transferring stock at the Swan Hill Campus.
- Develop and maintain strong level of knowledge in the use of information management systems, Finance System, RelianSys, Platinum Travel, and other specialist applications used within the department, to effectively enter, store, update, retrieve and archive institute records, and support and advise other staff as required.

### **Provide administrative and technical support to Library Team**

- Support students during orientation with creation of student ID cards, student password re-sets & wireless support.
- Assist Library staff in monitoring the Library email address & Library overdue process.
- Support students with basic IT troubleshooting & basic Moodle support.
- Assist Library Staff with the labelling and end-processing of new library materials as required.

- Perform complex reference queries, assisting clients to research, evaluate and correctly use a wide variety of information resources.
- Assist in the operation of all the Library customer service points, including customer service, telephone queries, circulation duties and assistance with audio-visual equipment as rostered.
- Maintain Library newspaper collection.
- Assist with the Library spiral bind and laminating service.
- Accept payment, receipt, and provide change for various payments made to the library for services or materials.
- Liaise with staff at the Mildura and other campuses in regard to the circulation of materials to and from these locations.
- Perform Print room duties for Swan Hill staff as required.
- Scheduling, inputting and maintaining room bookings for Swan Hill Campus using CELCAT software.

**Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:**

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute’s annual Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Maintain awareness and comply with the Victorian Government’s Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

### Provide administrative and technical support to Resources Coordinator

#### Knowledge, skills and abilities

- Certificate IV in Business or equivalent demonstrated relevant experience (1-2 years).
- Experience working in a customer service business environment.
- Sound administrative skills.
- Proficient in the use of Microsoft Office Suite, including Word, Excel, Outlook and Access
- Effective self-management skills, including the ability to arrange workload priorities and work with minimal supervision.
- High attention to detail.
- Excellent verbal, written and interpersonal communication skills.
- Experience working in a diverse environment.
- Willing and able to contribute as a member of a team.

#### Organisational relationships

| Subordinates | Key Relationships  |   |
|--------------|--|---|
|              | Internal   | External  |
| Nil          | <ul style="list-style-type: none"> <li>• Resources Coordinator</li> <li>• Library Team Leader</li> <li>• Institute Staff</li> <li>• Head of Procurement</li> </ul> | <ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Delivery drivers</li> </ul> |

#### Organisational environment

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura, Swan Hill, Horsham and Robinvale, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

#### Key selection criteria


- Certificate IV in Business or equivalent demonstrated relevant experience (1-2 years).

Resources & Library Support Officer



- Demonstrated experience using sound administrative skills in a customer service business environment with high attention to detail
- Demonstrated proficiency using the Microsoft Office Suite.
- Demonstrated ability to effectively prioritise workload.
- Excellent verbal, written and interpersonal communication skills

***The successful candidate will be required to provide successful criminal record and working with children checks.***

| Recommended   | Approved  | Acknowledged        |
|---|---|---------------------|
| DocuSigned by:<br> | DocuSigned by:<br> |                     |
| Shauna Picken<br>A43CBDD4C0EE4DA...<br>Manager, HR Services   | Di Schmidt<br>4CDF3403F4E1450...<br>GM, Corporate Services  | [name]<br>Incumbent |
| 8/10/2021   9:18 AM AEDT 8/10/2021   9:21 AM AEDT   |   |                     |