

Position Description

Position Title	Visitor Information Officer		
Department	Economic Development & Growth	Position Number	ED&G03
Grade	Grade 5	Location	Visitor Information Centre
Status	Permanent Full Time	Hours	35hrs week / 70hrs per fortnight
Reports To	Tourism & Events Officer	Industrial Instrument	Local Government (State) Award 2020
Date Revised	09/12/2020	Version Number	1
Direct Responsibilities	Tourism, Visitor Information Centre, Visitor Experience		

Council's Vision

Coonamble Shire is a connected, respectful, and diverse community, working together in a healthy natural environment that supports our vibrant local economy.

Council's Mission

Through its undertakings, maintain and improve the services to ratepayers by the efficient and effective management of assets and the environment in response to community needs.

Position Summary

The Visitor Information Officer is focused on assisting with the provision of a broad range of tourism products and services to residents, visiting friends and relative traffic (VFR), destination and transiting visitors.

This position is responsible for providing a high standard of customer service and providing visitors with an interactive and engaging experience at the Coonamble Visitor Information Centre.

Position Benefits

- 9 day fortnight.
- Four (4) weeks annual leave per year.
- Superannuation paid by Council in accordance with legislative requirements.
- Employee Assistance Program (EAP).
- Council provided hi-vis and safety work wear and Personal Protective Equipment (PPE).
- Reasonable access to education and training, consistent with the individual's Employee Training Plan and Council's Annual Training Plan, Professional Development Policy and Budget.

Key Responsibilities

Tourism & Visitor Information Centre

- Provide a high standard of customer service to all visitors and residents, providing them with an informative, interactive and engaging experience within the Visitor Information Centre, Museum and the Coonamble Shire.
- Assist in the development of new tourism product and services, and enhancement of existing product, including special events, festivals or activities, cultural, sporting or other appropriate activities.
- Provide Museum facility support when required, including general administration duties, assisting visitors with enquires and requests and ensuring presentation of the facility is maintained.
- Operational oversight of volunteers and development of rosters
- Provide mentoring to trainees and volunteers that are based in the VIC or Museum.
- Perform administration duties including accurate tracking and documentation of stock, daily accounting, reconciliation of Point of Sales, cash handling and EFTPOS payments, balancing of petty cash, use of the customised online booking and sales system.
- Receive, handle, and assist in moving merchandise and supplies in and out of storage to stock shelves and displays, including preparation of packages for external shipment.
- Ensure merchandising and display stands are easily accessible, visually appealing and stock levels are maintained.
- Create material for marketing campaigns and promotions for Council's wider economic development & growth strategies.

Records and Finance

- Ensure the department's compliance with Council's record management systems.
- Ensure that all critical processes and procedures are documented, including standard operating manuals.
- Ensure duties are undertaken within budget constraints.
- Seeks approval from Manager for expenses / claims, as required by Council's policies and guidelines.

IP&R and Strategic Planning

- Contribution towards the goals outlined in Council's Delivery and Operational Plan and any other appropriate planning / reporting frameworks that are applicable to the scope of the position.

WHS and Environment

- Ensure all work is completed using safe work practices following safe work method statements, risk assessments, injury and incident reporting and other WHS requirements for own area of work.
- Documented SWMS, risk assessments and other risk management documents developed and implemented. All accidents, incidents and near misses reported within correct timeframe.

General

- Provide excellent customer service to both internal and external customers.
- Prepare information and compile reports as requested.
- Completion of accurate timesheets with job numbers and other routine work-related documentation.
- All procedures, process and behaviour complies with the Council's Code of Conduct, EEO and Anti-discrimination principles.
- Any other duties as directed by Tourism & Events Officer.

Key Internal Relationships

Who

Tourism & Events Officer

Why

Collaborate with Tourism & Events Officer to ensure service continuity and compliance with all statutory and proclamation requirements.

Council Departments

Collaborate with all Council Departments to ensure service continuity and high level customer service.

Direct Reports

Community Volunteers

Key External Relationships

Who

External Stakeholders and Committees

Why

Represent Council and provide a high standard of excellence and professionalism to all stakeholders.

Delegations

- Nil

Essential Requirements

Technical Requirements

- Completion of High School Certificate.
- Certificate III in Tourism, Business Administration or related field.
- Demonstrated experience in a similar role (2+ years).
- Knowledge of Tourism preferably applicable to the local government context, with the ability to apply this knowledge, and to learn and develop knowledge on the job.
- Proficient computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated understanding of and commitment to the principles and legislative requirements of Work Health and Safety (WH&S).
- Australian resident or equivalent or holding a Visa allowing employment in Australia.

Desirable Requirements

- Class P, P2 or C Drivers Licence (unrestricted).
- Completion of relevant training courses and certificates.
- Local Government Experience.

Selection Criteria

- Completion of High School Certificate.
- Certificate III in Tourism, Business Administration or related field.
- Demonstrated experience in a similar role (2+ years).
- Proficient computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Knowledge of Tourism preferably applicable to the local government context, with the ability to apply this knowledge, and to learn and develop knowledge on the job.
- Takes the initiative to progress own and team work tasks, contributes to the achievement of team/project goals through consistently delivering high quality work with minimal supervision.
- Pursues own and team goals with drive and commitment and is flexible, showing initiative and responding quickly to change.
- Commitment to safety and consistently act in line with legislation and policy.
- Ability to communicate clearly and effectively, work independently with minimal supervision, and contribute positively within a team environment.

I acknowledge and understand the requirements of the role as contained within this position description.

Signed:	
Name:	
Date:	