

Position Description

Position Title	Visitor Information Officer		
Department	Economic Development & Growth	Position Number	ED&G03
Grade	Grade 3	Location	Visitor Information Centre
Status	Permanent Part Time	Hours	20hrs week / Flexible Working Arrangement
Reports To	Tourism & Events Officer	Industrial Instrument	Local Government (State) Award 2023
Date Revised	17/05/2024	Version Number	3
Direct Responsibilities	Visitor Information & Exhibition 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

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 & Exhibition Centre.

This position is also focused on assisting with administrative support for a broad range of tourism products and services to residents, visiting friends and relative traffic (VFR), destination and transiting visitors.

Position Benefits

- 9 day fortnight.
- Four (4) weeks annual leave per year.
- Superannuation paid by Council in accordance with legislative requirements.
- Uniform Allowance as per current policy.
- 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.

Position Description

Key Responsibilities

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 & Exhibition Centre, Museum..
- Provide administration support 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.
- 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

- Completion of accurate timesheets with job numbers, daily checklists, reconciliations and other work related documentation.
- Ensure compliance with Council's record management systems.
- Ensure that all critical processes and procedures are documented, including standard operating manuals.
- Seeks approval from Supervisor for expenses / claims, as required by Council's policies and guidelines.
- Ensuring that accounting transactions and records are in accordance with Council's Policies and procedures.

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

- Completing and adhering to workplace procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of Workplace Health and Safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and hazards in the workplace.
- Participate in environmental incident investigation and nominated corrective measures including the observation and reporting of any new environmental aspects and impacts.

General

- Provide excellent customer service to both internal and external customers.
- Promote the image of Council in a positive manner and actively promote good public relations.
- Behaviour complies with the Council's Code of Conduct, EEO and Anti-discrimination principles.
- Any other duties consistent with the responsibilities of the position as directed.

Position Description

Key Internal Relationships

Economic Development & Growth Team	Work collaboratively within the team to ensure service continuity and contribution towards efficient operations to support Councils plans, strategies and priorities.
Council Departments	Collaborate with all Council Departments to ensure service continuity and a high standard of customer service.
Direct Reports	Community Volunteers

Key External Relationships

External Stakeholders and Committees	Represent Council and provide a high standard of excellence and professionalism to all stakeholders.
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Delegations

- Nil

Position Description

Essential Requirements

Technical Requirements

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated experience in a similar role (2+ years).
- Knowledge of Customer Service in a tourism setting preferably applicable to the local government context, with the ability to apply this knowledge, and to learn and develop knowledge on the job.
- Certificate II in Tourism, Business Administration or other relevant qualification.
- 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

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Certificate II in Tourism, Business Administration or related field.
- Demonstrated experience in a similar role (2+ years).
- Knowledge of Customer Service in a tourism setting 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 tasks, and consistently delivers high quality work with minimal supervision.
- Makes the most of opportunities to learn and apply new skills and adapts quickly to changed priorities and work environment.
- 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:	