

# POSITION DESCRIPTION

1. **POSITION TITLE** VISITOR CENTRE OFFICER
2. **DEPARTMENT** Corporate Services
3. **AWARD COVERAGE AND CONDITIONS**
  - Level 3.1 of the Local Government Officers' (WA) Award 2021 and the applicable Shire of Bridgetown-Greenbushes Enterprise Agreement.
  - Requirement to work weekends.
4. **POSITION OBJECTIVES**

To provide efficient and excellent customer service to all visitors in the Visitors Centre.
5. **REQUIREMENTS OF THE POSITION**
  - 5.1 Skills
    - Competency with Microsoft Office suite of programs
    - Demonstrated effective interpersonal skills
    - Well-developed communication skills
    - Sound time management skills including ability to prioritise tasks and meet deadlines.
  - 5.2 Knowledge
    - Demonstrated knowledge of the local tourism industry and region.
  - 5.3 Experience
    - Customer service experience
    - Previous experience in an tourism or visitor information
    - Previous experience in a local government authority environment.
  - 5.4 Qualifications
    - Tertiary qualification in Tourism
    - Unrestricted driver's licence.
6. **KEY DUTIES/RESPONSIBILITIES**
  - 6.1 Within service area
    - Answer counter, telephone and email enquiries regarding the local tourist facilities and attractions
    - Ensure adequate supplies of brochures and information are available and that the Visitor Centre is attractively presented at all times

- Maintain a high level of knowledge of the tourism product in the region, in particular member businesses
- Participate in familiarisation activities in the region
- Assist in the development of retail merchandising and stock (preparing orders with suppliers, coordinating stocktakes, pricing and presentation of all materials)
- Maintain daily statistical information
- Foster and contribute to a team centred approach
- Operate cash register, EFTPOS facility, credit card & online payments, and complete daily bank reconciliation.

## 6.2 Work Health & Safety

- Ensure compliance with WHS legislation and Council policies and escalating significant issues where necessary
- Report all accidents, incidents and hazards
- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant
- Eliminate and control hazards in the workplace using the hierarchy of controls.

## 7. **ORGANISATIONAL RELATIONSHIPS**

Reporting to                      Manager Visitor Servicing

Supervision of                      None

## 8 **EXTENT OF AUTHORITY**

Operates under the supervision of Manager Visitor Servicing within the limits of statutory requirements and Council policies.

## 9 **SELECTION CRITERIA**

Criterion	Essential	Desirable
Knowledge of the local tourism industry and region	✓	
Demonstrated effective interpersonal skills and commitment to customer service	✓	
Well-developed written and verbal communication skills	✓	
Proficiency with Microsoft Office suite of programs	✓	
Demonstrated ability to multi-task and prioritise duties according to available resources.	✓	
Developing knowledge of digital technology	✓	
Tertiary qualification in Tourism		✓
Experience with VEND POS or other point of sale retail software and BookEasy or other accommodation software programs		✓
Previous experience in a similar position within a Western Australian local government		✓
Current unrestricted C class driver's licence.		✓

I UNDERSTAND THAT THIS POSITION DESCRIPTION FORMS PART OF THE TERMS AND CONDITIONS OF  
EMPLOYMENT WITH THE SHIRE OF BRIDGETOWN-GREENBUSHES

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

Signature: \_\_\_\_\_ Date: \_\_\_\_\_