



POSITION DESCRIPTION

Title : VISITORS CENTRE OFFICER
Section: : OPERATIONS

1. POSITION IDENTIFICATION

Title: Visitors Centre Officer
Classification: Level 3, Local Government Industry Award 2020
Section: Operations

2. POSITION OBJECTIVES

- To service visitor's needs at the Coolgardie Visitor Centre.
- To provide customer focused advice and assistance service that meets the expectations of visitors and customers.
- To maintain a local and regional tourism perspective.
- To enhance the quality of the Visitors experience.

3. REQUIREMENTS OF THE POSITION

- Demonstrated customer service skills with the ability to communicate in a tactful courteous and efficient manner.
- Well developed organisational and time management skills.
- Excellent written, verbal and interpersonal skills.
- Demonstrated ability in the use of Microsoft Office suite of software packages Including Word, Excel, Outlook and the Internet.

- Ability to work as part of a team and maintain effective organisational relationships with all levels of staff and stakeholders

Knowledge

- Demonstrated knowledge of the local tourist attractions within the Shire of Coolgardie, and the history of the town.
- Developing knowledge of items on display within the Shire of Coolgardie Heritage Collection.
- Working knowledge of cashier operations.

Qualifications / Experience

- Experience in the tourism industry or in a similar role will be highly regarded
- School Certificate or equivalent.

4. KEY DUTIES AND RESPONSIBILITIES

Tourist information

- To ensure that all centre enquiries are attended to in a professional and courteous manner.
- To ensure promotional matter is up to date and presented in a visually pleasing manner.

Clerical Support

- To provide clerical / administrative support related to the Coolgardie Visitor Centre, and other administrative duties as directed.
- Performing monthly stocktake.
- Compiling monthly visitor statistics.
- Assisting in heritage research requests.

Other Duties

- To assist with the museum and collections and other duties as directed by the manager.

5. GENERAL ACCOUNTABILITIES OF THE POSITION

Occupational Health & Safety

- To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at workplaces.
- Proactively comply with all Shire OSH Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA OSH Act 1984, OSH Regulations 1996, all other relevant Regulations, Codes of Practice and Australian Standards.
- As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the OSH Act.
- Must report to their manager, supervisor, OSH Representative, HR and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- Actively promote and participate in the Work Injury Management Program
- Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

6. ORGANISATIONAL RELATIONSHIPS

Responsible to: Tourism and Heritage Coordinator

Internal Liaison: Coolgardie Place Manager
All staff

External Liaison: Residents
General Public
Schools and Community Groups

7. EXTENT OF AUTHORITY

Operates under the general direction of the Tourism and Heritage Coordinator, within established guidelines and policies of Council as well as statutory provisions of the various Acts and other legislations.

UPDATED :	NOVEMBER 2023
APPROVED BY :	CHIEF EXECUTIVE OFFICER