

## Position Description

<b>Position Title</b>	<b>Visitor Services Officer (Part-time)</b>
Position Code	TCCD013
Department	Corporate Services
Division	Community and Tourism
Reports To	Visitor Services Officer
Direct Reports:	Nil
Position Classification	Operational Band 1, Level 3
Position Status	Permanent, Part-time
Allowances	Overtime rates will apply for nominated event work

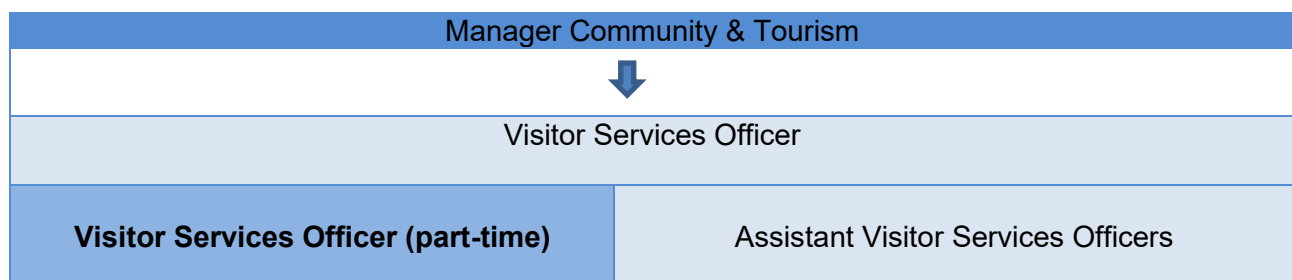
### SPECIAL CONDITIONS

This position's place of work will be predominantly located at the Visitor Information Centre.

The work pattern for the role is 3 days per week. Flexibility of hours and days may be considered for the right candidate.

This position will be required participate in out of hours event work as required. On these occasions, the incumbent will be paid in accordance with the Local Government State Award.

### REPORTING STRUCTURE OF POSITION



### PRIMARY PURPOSE OF THE POSITION

The aim of this position is to represent Council, providing high quality customer service for the Forbes Visitor Information Centre (VIC) operations and functions. The position will contribute positively to the promotion of Forbes and the Shire showcasing local tourism offerings, products and campaigns.

<i>Areas of Delivery</i>	<i>Est. % of time spent</i>
<i>Provide high quality customer service experience for visitors to Forbes through the Visitor Information Centre and online platforms</i>	<i>70%</i>
<i>Undertake stock control and general housekeeping ensuring the VIC amenities are presented in a professional manner</i>	<i>20%</i>
<i>Assist the Manager Community and Tourism and Visitor Services Officer on n tourism projects as required</i>	<i>10%</i>

## **POSITION RESPONSIBILITIES**

### **Operational**

- Undertake high quality customer service interactions via face-to-face, email and telephone ensuring all requests are managed in a timely, professional manner in accordance with Council's policies, procedures and Operations Manual;
- At all times, deliver a positive and enthusiastic message regarding Forbes;
- Fully comply with VIC operating procedures in the promotion of Forbes and the Shire including compliance with policies, quality control and operating procedures, Safety and Risk protocols, reporting mechanisms including complaints and feedback and communication strategies;
- When required or directed by Visitor Services Officer undertake the opening and closing of the VIC;
- Undertake cashier duties including the recording of all sales, payment method and reconciliation of till at the end of the day;
- Undertake housekeeping duties to ensure the VIC amenities are clean and tidy, and present Forbes VIC in a professional manner;
- Ensure appropriate stocks levels of merchandise, (including leaflets and brochures) souvenirs and produce items are maintained at all times, and undertake recording and stocktakes as required including reporting low stock levels to the Visitor Services Officer;
- Accurately record all sales transactions of visitors and customers within the VIC store as required;
- Prepare Welcome bags/ Information packs as required;
- During the course of business, receive deliveries from couriers, ensuring delivery numbers are correct and ensure these deliveries are packed away safely and are not a hazard to visitors or staff;
- Assist the Visitor Services Officer when required in promotional activities ,tourism related events, trade shows special group visits and other occasions.

- Assist with updating any promotional material including the official visitor guide and other publications in conjunction with the Visitor Services Officer
- Work with the Visitor Services Officer and Manager Community and Tourism to maintain a strong online presence for Amazing Forbes
- Maintain accurate and up-to-date online business and tourism listings (e.g. ATDW, Google Business Profiles, TripAdvisor).
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## Organisation – Professional

- Contribute to reviews and status of the Community Strategic Plan and Delivery Program including the preparation and reporting on all relevant IP&R requirements.
- Ensure compliance with the WHS Act 2011 and its regulations, including:
  - Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
  - Wear protective clothing or equipment in the manner intended (if required);
  - Take reasonable care for the health and safety of all persons who are at their place of work;
  - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
  - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant supervisor, manager, or Manager People and Strategy;
  - Cooperate with the supervisor in the measures taken to ensure Work, Health and Safety;
  - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines
- Carry out and/or participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be affected promptly;
- Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council;
- Assist with and/or lead contract and project management practices in line with Council's policies and delegations (i.e. Contract Superintendent accountabilities or reporting all information through to this role) in the engagement and management of external providers of professional and technical services, including all contractors of Council.
- Assess and improve work practices and procedures on a continuous basis to achieve or exceed Council's strategic and operational goals;
- Comply with all Council's policies, procedures and Code of Conduct;
- Complete other duties as directed by the nominated supervisor.
- Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

## KEY RELATIONSHIPS

Who	Why
Internal	
Visitor Services Officer	Supervisor – Direction, guidance and support
Other Visitor Service staff	Guidance and support between both
Manager Community and Tourism	Direction, guidance and support
Community and Tourism Team	Colleagues – Guidance and support
People and Strategy Team	Support and guidance in regards to HR, WHS and IT requirements
Council Staff	Colleagues – Guidance and support
External	
Other LGA Visitor Information teams	Information and guidance, cross promotion
Emergency Services	In case of an Emergency
Tourism and hospitality businesses, general business community and community members	Support, provide assistance and guidance in the promotion of the Forbes Shire

## POSITION CAPABILITIES

LGNSW Capability Framework		
Capability Group	Capability Name	Level Required
 Personal Attributes	Manages Self	Adept
	Displays Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Advanced
	Works Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and prioritise	Foundational
	Think and solve problems	Foundational
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational



## **PERSON SPECIFICATION**

### **Essential**

- Demonstrated Customer Service experience;
- C-Class Drivers Licence

### **Experience**

- Demonstrated high level communication and negotiation skills with experience communicating with a diverse audience;
- Demonstrated ability to work with minimum supervision using judgment and initiative;
- Demonstrated ability to work in a team environment to achieve goals and outcomes;
- Demonstrated good knowledge of the local region from a tourism;
- Experience with social media and written communications, online platforms and data collection.
- Experience in retail and sales

### **Authority and Accountability**

- Worker level responsibilities in regards to WHS legislation;
- Financial delegation as per Council's delegation register.

## **EQUIPMENT REQUIRED FOR THE POSITION**

- Distress Button at front Counter;
- Computer.

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviors are expected at Forbes Shire Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature:

Date:

## HR USE ONLY

Does this position require a Working with Children Check?	Yes / No
Does this position require the incumbent to undergo a criminal reference check	Yes / No
Does this position have a Financial Delegation	Yes / No Level:
Does this position require the incumbent to possess a specific license or qualification	Yes / No