

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Visitor Centre Officer		
Position Number:	444	Standard Position Hours:	0 hours
Directorate:	General Managers Unit	Unit:	Economic Development
Salary Grade:	5	Award Band and Level:	Band 2 Level 2
Position Reports to:	Visitor Centre Coordinator		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	20 August 2013	Date Last Reviewed:	22 May 2014
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ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 380 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The General Managers unit manages services associated with Human Resources, Economic Development, Communications, Internal Audit and the Executive Office of the General Manager and the Mayor.

The Visitor Centre is part of the Economic Development team within the General Manager Unit. The Centre provides an information, reference and booking function vital to local tourism development.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WSH RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is to provide tourism and visitor information to the Hunter Valley Visitor Centre visitors, ensuring the highest standard of customer service.

They will respond to all inquiries in person or all other communications, undertaking general administration duties, preparation of correspondence, reports and submissions, purchase and sales of merchandise and sale of other services, including bookings provided by the Centre. Officers will also provide support to the Economic Development Unit with activities, programs, events or functions held in the Centre.

KEY ACCOUNTABILITIES

1. Provide high quality customer service to members of the public, community organisations, tourism operators, and government authorities.
2. Provide accurate and timely information to customers about the Cessnock LGA and en-route information held by the Hunter Valley Visitor Centre.
3. Process the sales of merchandise and fee for services and other fees and charges within Hunter Valley Visitor Centre. Respond to telephone, mail, fax & email enquiries in a timely and efficient manner.
4. Undertake general administration duties such as filing, preparation of correspondence, preparation of promotional materials, preparation of reports and submissions and maintaining and ordering stocks of promotional material and merchandise.
5. Assist with the preparation of cash balance summaries and merchandise transactions whilst maintaining the highest levels of confidentiality and security.
6. Liaison and maintenance of supplies to Cessnock local government area Host Providers.
7. Assist Council's Economic Development Unit with projects, programs or activities as and when required
8. Any other accountabilities or duties as directed by the Centre Coordinator which are within the employee's skill, competence and training.

POSITION SELECTION CRITERIA

Essential

1. TAFE Certificate Level III in Office Administration or other equivalent/relevant qualification or extensive experience in a similar role.
2. Demonstrated experience within a Visitor Centre in the industries of marketing, sales or tourism.
3. Demonstrated exceptional customer service and interpersonal skills with proven commitment to community service.
4. Proven highly developed written and oral communications skills including the ability to communicate with a wide range of customers, both internal and external.
5. Proven high level organisational skills in prioritising multiple tasks and meeting deadlines.
6. Demonstrated ability to use initiative and the ability to work independently and unsupervised.
7. Proven ability to work in a team environment, fostering an environment based on teamwork and cooperation.
8. Demonstrated experience with MS Office applications and sound computer literacy.

Highly Desirable

1. Demonstrated knowledge of the local area, including attractions and services.
2. Demonstrated cash handling experience.
3. Ability to speak a second language.
4. Demonstrated experience in the use of Electronic Document Management Systems.

SIGNATURE

Employee

Full Name:

Signature:

Date: