

Position Description

Position Title:	Visitor Services Officer
Directorate:	City Wide Services
Service Unit:	Civic Services
Salary Point:	8
Position Reports To:	Visitor Services Coordinator
Staff Management:	Supervision of casual staff and volunteers
Budget Responsibility:	N/A
Date PD Reviewed:	August 2019

Organisation Context of Position
<p>The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:</p> <ul style="list-style-type: none"> • Governance • Strategy and Engagement • People and Culture • Infrastructure and Property • City Wide Services <p>The purpose of the City Wide Services Directorate is to:</p> <ul style="list-style-type: none"> • Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN. • Facilitate a high level of community connection across and on behalf of CN. • Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable. • Set a benchmark for the organisation of exemplary customer service. <p>The Service Units and Elements that form the City Wide Services Directorate are:</p> <ul style="list-style-type: none"> • Art Gallery (Service Element) • Museum (Service Element) • Civic Services • Libraries & Learning • Customer Service • Waste Services • Parks & Recreation

Workplace Health & Safety	
WHS RAA Level	Level 6
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the	

WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

- Oversee the daily operation of the Newcastle VIC, setting high customer service standards to ensure a positive and efficient visitor experience.
- Work with the Visitor Services Manager to maintain Level 2 Accreditation at the Centre, meeting all conditions at best practice.
- Roster and supervise all Visitor Service Officers and/or volunteers to ensure the Centre is always adequately staffed, coordinating breaks and lunches.
- Open and close the Centre following agreed security procedures, including cash handling, reconciliation and the generation of daily reports.
- Provide accurate and timely information to visitors about the Newcastle LGA and the Hunter region.
- Process the sales of merchandise and any other fees and charges as required.
- Manage the display of the Newcastle VIC's brochures, maps and merchandise to maintain stock levels and ensure a high standard of presentation.
- Undertake general administration duties such as filing, preparation of correspondence and reports.
- Ensure emails to visitorinformaton@ncc.gov.au or calls to the Newcastle VIC phone line are processed efficiently.
- Assist the Visitor Services Manager with projects, programs or activities as and when required.
- Identify emergency situations and carry out emergency procedures in accordance with guidelines.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Solid demonstrated experience working in a tourism, marketing, sales or customer service role.
2. Experience managing, rostering and supporting staff and/or volunteers
3. Retail experience and cash handling experience, particularly in sales, banking and merchandising.
4. Demonstrated exceptional customer service and interpersonal skills with proven commitment to community service.
5. Excellent personal presentation.
6. A high level of oral communication skills and ability to interact with all levels of staff / community.
7. Demonstrated high degree of enthusiasm and commitment and ability to advocate and promote the city to visitors.
8. Demonstrated ability to use initiative and the ability to work independently and unsupervised.

Desirable

1. Visitor Centre management experience
2. Demonstrated knowledge of the local area, including attractions and services.