

Position Description

Position Title:	Visitor Services and Tour Guide
Responsible to:	Visitor Experience Coordinator
Directorate:	City Growth
Award/Classification:	South Australian Municipal Salaried Officers Award General Officers Classification Structure – Level 2
Category of Employment:	Casual

Objectives of the Position:

The Visitor Services and Tour Guide position is a high-profile, front line role providing exceptional customer service and information to visitors and actively promoting tourism opportunities in the Whyalla region.

The position encompasses a broad range of duties including (but not limited to) professional tourism information dissemination and booking services; sales; collection of tourism statistics; hosting informative tours of the HMAS Whyalla and maritime museum.

Key Purpose and Responsibilities:

Primary Purpose	Responsibilities
High service delivery of information and experience to visitors and the community	<ul style="list-style-type: none"> • Ensure presentation of the Visitor Information Centre consistently meets ATAP SATC VIC Accreditation standards; • Answer queries from tourists, visitors, community members and other tourism industry colleagues, in person, over the phone and via email; • Provide accurate and clear information to tourists, visitors and community members about Whyalla including accommodation, attractions, events, tours, services; • Promote Whyalla's attractions and events to increase attendance, encourage longer visitor stay and participation; • Maintain high-level communication and presentation skills with awareness of local and regional tourism product and local general knowledge; • Provide literature and information on local and regional tours and places of interest; • Maintain up to date literature, brochure stocks and data; • Package, price, display, promote and process the sale of souvenirs and other merchandise including cleaning of displays and showroom area; • Continuously update knowledge of local and regional tourist information to efficiently carry out the requirements of the position.



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Provide guided tours of HMAS Whyalla	<ul style="list-style-type: none"> • Guide visitors on tours of 'HMAS Whyalla' having regard for all aspects of their visit including safety information and a positive, engaging and memorable experience of the ship; • Ensure safety on board is a key priority, wet area areas mopped and areas requiring attention are cleaned prior to tours; • Follow Maritime Museum, open and closing procedures and monitor Model Railway function.
Undertake general clerical and office duties	<ul style="list-style-type: none"> • Discuss and arrange bookings and documentation for tours, activities, events, and accommodation, and process payment as required; • Assist agents and tour operators in preparing local itineraries for tourists and visitors; • Undertake general clerical and office duties as directed including standard computer tasks, using proforma templates for correspondence & booking letters • Receipt and reconcile monies and payments from daily takings; • Collect visitor statistics and surveys; • Follow documented policies and procedures; • Report and process general and garden maintenance requests via the Synergy records management system; • Support volunteer activities as required; • Continuously update knowledge of local and regional tourist information to efficiently carry out the requirements of the position. • Attend training sessions, seminars, conferences as directed to achieve and maintain skills and performance.
Workplace relations	<ul style="list-style-type: none"> • Work in a reliable, co-operative, and efficient manner under general supervision, with all team members, council employees, volunteers and visitors; • Maintain professional relationships with the local community, and local businesses.

The employee may be required to undertake other duties and functions from time to time as provided by Management within their level of skills, competence and classification.

Indicators and responsibilities to be reviewed on a regular basis and are subject to change.

Position Criteria:

Essential Criteria

- A positive, 'can do' attitude that frequently exceeds the customer's expectations
- Proven excellence in oral and written communication and personal interaction skills, both with individuals and groups
- Extensive knowledge of Whyalla and surrounding region
- Class C driver's licence and telephone access
- Demonstrated customer service focus and sales experience within a tourism related industry and/or a Visitor Information Centre
- Demonstrated proficiency with Microsoft Office
- The proven ability to identify and implement continuous improvement and to adapt to change



Position Description

- Demonstrated ability to work independently under general supervision and as a team with solid time management and organisational skills
- Demonstrated ability to work under pressure, negotiate and solve problems and use initiative under general supervision
- Be physically able to conduct ship tours, undertake manual activities within the grounds of the precinct and work in information booths offsite
- A thorough knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and an ability to apply them to work practices

Desirable Criteria

- Minimum Certificate III in Tourism or equivalent or the ability to attain
- Experience working with volunteers
- Understanding of the structure and operation of the Australian Tourism Industry and of South Australia tourism routes and attractions

Required Values and Behaviour:

The commitment required of this position is in accordance with our Fair Treatment Principles and Expectations.

The employee will actively support and contribute, through their behaviour, to the Whyalla City Council's Values.

Behavioural expectations that support our values include but are not limited to:

- Ensuring customer-focused, accountable and responsive service delivery to customers, adapting style and service delivery where required.
- Ensuring productive relationships with stakeholders (internal and external) are maintained, including being empathetic, listening to, and understanding our customers and employees.
- Actively contribute to the strategic objectives of the Council.
- Striving towards achieving excellence, promoting and fostering a continuous improvement philosophy.
- Ensuring any decisions or actions are in accordance with good governance, legislative requirements and delegations / authorities.
- Compliance with all Workplace Health and Safety, Risk and Return to Work Management Systems and attending/participating in training and meetings.
- Maintain currency within professional field including ensuring that any applicable Legislative / Regulatory changes affecting the way in which work is undertaken is regularly researched and where necessary acted upon to ensure Council compliance.
- Ensuring all activities undertaken for Council comply with the State Records Act 1997 including the consistent utilisation of the City of Whyalla Records Management Systems.
- Compliance with all Council Policies, Procedures and documented practices.
- Maintaining licences and accreditation in line with expectations of the role.




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Special Conditions:

The employee may be required to work across a 7 day roster and outside of normal business hours in full consultation with the manager/supervisors and employee.

Acknowledgement:

I have read and understood the requirements, responsibilities and accountabilities of the role as outlined in this Position Description. I understand that this position description may be further reviewed at a future date in consultation with each of the undersigned parties.

Employee Name:	Signature	Date: ____ / ____ / ____
Supervisor / Manager Ali Sanders	Signature: 	Date: 02 / 01 / 2024

Visitor Services/Tour Guide PD Development Date: Dec 2020. V2 Review Date: Sept 2022.

