

POSITION DESCRIPTION

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| Position Title: | Information Services Officer | Position Code: | CIO |
| Division: | Strategy, Engagement & Partnerships | Grade: | C or Junior |
| Location: | Dubbo/Wellington | Hours/Week: | Casual |
| Reports to: | Visitor Information Team Leader | | |
| No. Direct Reports: | Nil | No. Indirect Reports | Nil |

Primary Purpose of Position

To provide customer service at the Visitors Information Centre, focussing on the provision of accurate City information for visitors, investors, new residents and the community.

To provide administration support to ensure smooth running of the Dubbo Visitors Information Centre and associated functions including administration of City Promotions Partnership, souvenir and consigned goods administration and ordering.

Key Accountabilities / Duties

| Key Result Area | Primary Activities |
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| City Information | <ul style="list-style-type: none"> To collate and distribute information such as new resident kits, visitor kits, city guides and investment packs which includes appropriate publications, brochures and referrals to customers. Collate accurate and timely Monthly Tourism Market Reports including data collection and finalising report for approval. Update as required the Visitors Information Centre services log to ensure figures remain timely and accurate, including City Guide distribution, and information kit distribution, and Centre visitor numbers, and customer satisfaction and occupancy rates Maintain up to date knowledge of City attractions, services and key information, and undertake City familiarisations as required. |
| Dubbo City Information Centre | <ul style="list-style-type: none"> Assist in the presentation of the VIC store, including stocking of brochures, souvenirs, stationery and equipment and conduct stock takes as required Respond to web, telephone and face to face enquiries by determining appropriate response and deliver service required in accordance with established customer service procedures. To support implementation of the City Ambassadors Program, including organising familiarisations, customer service training Contribute ideas on effectiveness that ensure best practice processes and presentation of the Visitor Information Centre |

Key Accountabilities / Duties

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| | <ul style="list-style-type: none"> • Work closely with the City Information Team to generate and implement new ideas and efficiencies and provide input into the development of relevant policies and procedures in the Visitor Information Centre. • Provide research support that ensures timely and accurate information is held within the Visitor Information Centre (i.e. collect brochures, update data bases, maintain electronic filing system) • Maintain an up to date working knowledge of City Information services, products and activities in order to provide information to customers. • Alert the City Information Supervisor if the information materials need to be updated • Undertake cash handling and reconciliation, banking and mailing and authority ordering and receipting • Monitor and update Datatrax (electronic screen information) as required • Monitor and update get connected (State Tourism Data warehouse) Visit NSW website as required • Maintain City Promotions listings on various directories on www.dubbo.com.au • Provide administration support to the Visitor Information Team Leader including invoicing. |
| City Marketing Partnership Program | <ul style="list-style-type: none"> • Support the City Promotions Partnership Program by undertaking quarterly updates of databases and associated promotional materials including attraction, activities, accommodation, eating out and services guides and in-house brochure display. |
| City Promotions support | <ul style="list-style-type: none"> • Support effective delivery of City promotional activities and campaigns • Update the events database as required. |

Inherent Requirements of the Position

- A large majority of this role customer service based, using computers/electronic systems, serving customers and stacking or moving brochures thus an inherent requirement of this position is being physically able to complete sustained periods of work sitting or standing, and manual handling including moving brochures and associated promotional products and equipment
- Regular rostered weekend work required.
- Availability during school holidays is essential.
- This position works in the VIC and is required to wear a DRC identification badge at all times
- This position is required to wear an approved DRC uniform Dubbo City branded uniform at all times.

Selection Criteria

Essential

1. Customer service background preferably in the tourism/hospitality industry
2. Beginner or Intermediate computer skills including Microsoft Office applications
3. Ability to communicate with people with diverse backgrounds
4. Ability to enter data , collate data and produce accurate reports
5. Ability to assist in undertake administration tasks including purchasing, sales, banking and mailing

Desirable

6. Local knowledge of the Dubbo and surrounding region
7. Ability to update websites

Organisation Wide Accountabilities

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| Corporate Values | <p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <p>Creating Community for Today and Tomorrow</p> <p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Progressive <ul style="list-style-type: none"> ○ Be Curious, Courageous And Committed • Sustainable <ul style="list-style-type: none"> ○ Balanced Approach To Growth & Opportunity • One Team <ul style="list-style-type: none"> ○ Working Together • Integrity <ul style="list-style-type: none"> ○ Accountable For Our Actions |
| Work Health and Safety | <p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy |
| Sustainability | <p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all</p> |

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| | decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices. |
| Code of Conduct and Equal Employment Opportunity | <p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour. |

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: