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| **Description: LCClogoWithText** | **Position Description** |
| **Position Title** | **Tourism Officer** |
| **Division** | Economic Development & Environment |
| **Department** | Tourism |
| **Reports to** | Tourism Manager |
| **Current Status** | Temporary |
| **Band/Level** | Band 2 Level 1 |
| **Grade** | 8 |  |
| **Step**  | Entry to Full Step 4 |
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| **Last Reviewed** | November 2017 |
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| **Conditions of Employment** | The employee will work within conditions detailed within the Local Government (State) Award and the Council Policies/Systems including, but not restricted to:\* Council's Salary Administration System\* Council’s Human Resource Policies and Procedures\* Council's Code of Conduct\* Equal Employment Opportunity\* Equity & Access to Training\* Performance Appraisal System |
| **Work Health and Safety(WHS)** | The employee who occupies this position must abide by Council’s WHS policies and procedures as described in Council’s WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work. |

**Position Summary**

The Tourism Officers primary responsibility is the delivery and provision of general and specialist advice on information related to tourism product.

Located at the Lithgow Visitor Information Centre, the position is required to provide a high level, quality customer service and meet set sales targets in order to increase visitation and occupancy to local tourism product.

The Tourism Officer works under the direction of the Tourism Manager.

**Specific Duties and Responsibilities**

* Process council cash payments
* Maintain stock and resources
* Perform clerical duties including data entry and word processing
* Assist with general administration duties
* Deliver tourist information and resources to visitors, as part of front line customer service, in a timely and efficient manner
* Meet set target sale commissions for retail, accommodation and tours
* Assist in organising promotional activities and event co-ordination
* Maintain amenities at the Visitor Information Centre
* Operate office equipment
* Complete time sheets/leave forms
* Exercise responsibility in applying Work Health and Safety principles

**Core Duties and Responsibilities**

Following is a list of duties and responsibilities that are required in this position, as well as other positions within the organisation;

* Processing Customer Enquiries
	+ Receive customer enquiries is a courteous and efficient manner
	+ Research, assess and respond to customer enquiry within an appropriate timeframe
* Operate Office Equipment
	+ Operate various office equipment items including photocopier, facsimile machine, heat binder, and shredder.
	+ Operate telephone equipment for incoming and outgoing calls.
* Operate Personal Computer in the completion of routine tasks;
	+ Utilise personal computer to create, modify and complete documents, using various computer programs.
* Work Health and Safety Responsibilities
* Present for work in a fit state (not under the influence of drugs or alcohol)
* Not undertake any task / activity for which you have not been trained,

inducted or deemed competent to do.

* Report all hazards, near misses, injuries, incidents to their immediate

Supervisor

* Not through act or omission create an unsafe workplace or environment
* Ensure adherence to developed SWMS/RA, SOP’s, Procedures
* Assist in the development of specific SWMS/RA where identified and required
* Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely
* Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation
* Assist in the investigation of all injuries and incidents
* Ensure the safe and correct use/application of plant, equipment and PPE
* Commitment to Council’s Injury Management Procedure
* Maintain good site housekeeping at work location
* Contribute to continual improvement of workplace risk control processes
* Recordkeeping Responsibilities
	+ The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions
	+ Prioritise and complete allocated Recordkeeping activities

**Supervisory Responsibilities**

This position directly supervises the following positions;

* Nil

**Signatures**

I agree to the requirements of this Position Description.

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Employee Date

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Supervisor Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_

Manager Date

**Qualifications, Skills and Experience**

**Essential**

* Commitment to the principles of excellence in customer service
* Proficiency in Microsoft Office Suite with well-developed administrative skills
* Excellent communication skills including the ability to liaise with the general public and high quality written skills
* Ability to provide a flexible approach to work practices and hours within the provisions of a 7 day roster
* Ability to prioritise work schedules to ensure set outcomes are achieved
* Relevant experience in sales and customer service
* Cash handling experience
* Demonstrated ability to work co-operatively as part of a team
* Demonstrated ability to meet set target sale commissions
* Ability to practice continuous improvement processes and engage in ongoing learning
* Current driver’s licence
* Commitment to Work Health and Safety
* Demonstrated commitment to the principals of honesty and integrity

**Desirable**

* Tourism or hospitality qualifications
* Previous experience in the tourism industry
* Knowledge of Lithgow’s tourism attractions