

## Position description

### Destination Services Support Officer

Division:	<b>Liveable Communities</b>
Department:	<b>Growth Economic Development and Tourism</b>
Reports to:	<b>Team Leader Destination Experience</b>
Number of direct reports:	<b>Nil</b>
Location:	<b>Gloucester</b>
Grade:	<b>4</b>
Employment status:	<b>Casual</b>
Hours of work:	<b>Various</b>
Date approved:	<b>November 2019</b>

### Our Mission

"We deliver benefits for our community in a way that adds value and builds trust".

### Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

<b>Wellbeing</b>	We value safety, security, health and happiness
<b>Integrity</b>	We are open, honest, accountable and take pride in all we do
<b>Sustainability</b>	We use efficiencies, innovation and cooperation to achieve sustainable results
<b>Respect</b>	We work together respectfully ensuring inclusion, equality and open communication

### Position Overview

This position sits within the Growth Economic Development and Tourism department and is responsible for the delivery of efficient, effective and comprehensive customer service for visitors, local tourism businesses and the community. The position will assist the destination experience team in projects to improve the delivery of visitor services and experiences within the Barrington Coast.

This service operates 7 days / week and staff may be expected to work some hours outside core business hours including weekends.

## Key Accountabilities & Duties

- Provide courteous, timely and professional assistance to customers at all of MidCoast council's tourism customer touch-points including but not limited to, Visitor Information Centres, Customer Contact Centre and "pop-up" mobile information units.
- Respond to customer enquiries in person, by telephone, email and any other identified channels customers are utilising.
- Actively promote local and regional tourism product and experiences across the entire Barrington Coast region.
- Assist customers with accommodation and tour enquiries/bookings.
- Accurately and efficiently process souvenir sales, ticket sales, agency bookings and end of day cash reconciliation.
- Record and collate daily visitation and performance statistics.
- Assist in maintaining brochure, retail and promotional displays.
- Provide support to other Destination Management staff as required.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

## Selection Criteria





1. Demonstrated ~~nd~~ experience in tourism or related fields.
2. Excellent knowledge of the MidCoast Council area, particularly from a tourism perspective.
3. Interest and enthusiasm for tourism and the promotion of the Barrington Coast destination.
4. Excellent written and oral communication skills.
5. Strong computer skills, including Microsoft Office (Word, Excel).
6. General appreciation of online and/or social media platforms (or desire to learn).
7. Good organizational skills and attention to detail.
8. Demonstrated ability to work largely unsupervised and to achieve desired outcomes on time.
9. Proven ability to work effectively in a team environment including staff and volunteers.
10. Experience in the provision of high-quality customer service.
11. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
12. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
13. Current Class C Drivers Licence

## Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 <b>Relationships</b>	<b>Communicate and Engage</b>	<b>Intermediate</b>
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 <b>Resources</b>	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

#### HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☐ No ☒