

POSITION DESCRIPTION	
<b>Title:</b>	<b>Temporary Visitor Centre Supervisor</b>
<b>Group:</b>	<b>Business and Investment</b>
<b>Reports to:</b>	<b>Tourism Manager</b>
<b>Grade:</b>	<b>10</b>
<b>Hours:</b>	<b>35 hours per week (21hrs / 14hrs)</b>
<b>Vehicle:</b>	<b>No</b>
<b>Temporary – up to 12 months</b>	<b>Local Government Award – Clause 35 (i) (d)</b>
<b>Pre-placement Medical:</b>	<b>Low Risk – Not required.</b>
<b>National Criminal Check:</b>	<b>Not Required</b>
<b>WCCC Check:</b>	<b>Not Required</b>
<b>Date Reviewed:</b>	<b>September 2020</b>
Position Purpose	
Supervise the daily operations and activities of the Shellharbour Visitor Information Centre.	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in Tourism, Customer Service or Business Administration or 3 years' experience working in a Visitor Information Centre or equivalent</li> <li>• Demonstrated knowledge and understanding of the local and regional tourism product</li> <li>• Outstanding customer service and communication skills</li> <li>• Demonstrated skills in the use of computerized systems including Microsoft Office Suite</li> <li>• Proven ability to organise and prioritise tasks</li> <li>• Class C driver's licence</li> <li>• Knowledge of and commitment to Work Health and Safety policies and procedures</li> </ul>	

- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements

**Desirable:**

- Previous experience in the use of an online reservation system.

## **Main Activities/Tasks**

- Deliver timely and courteous visitor information to customers via telephone, email and over the counter in a prompt and efficient manner.
- Update relevant information on tourism information and local events on tourism websites and social media sites
- Compile tourist statistics on enquiries
- Operate and monitor the centralized booking service for accommodation, ticketing and events.
- Undertake general book keeping and administration duties.
- Collaborate with staff, volunteers, members and other stakeholders to ensure a high level of service
- Maintain stock of brochures and souvenirs
- Distribute material to Tourism Shellharbour members and stakeholders as required.
- Organise and distribute promotional material and/or merchandise for use at trade shows, promotions or special events
- Provide supervisory assistance to casuals and volunteers
- Take a proactive approach in encouraging new members as well as assisting in maintaining relationships with current members.
- Ensure the Visitor Information Centre is presented in a professional manner and maintained in a clean and tidy condition
- Maintain and comply with all standards as set down by the Accredited Visitor Information Centre Network
- Some degree of lifting is required and the physical ability to carry out this duty will be necessary
- Other duties that may be required as directed by the Tourism Manager

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

**Accountability and Behaviours**

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

**Organisational Values**

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.