

Position Description

Position title	Information Centre Officer
Reports to	Supervisor Visitor Information Centres
Department	Community, Planning & Environment
Classification	Level 1, Local Government Industry Award (Stream A)
Last Review Date	May 2020

Position Summary

The position is responsible for the operation of a designated Information Centre. This involves office and volunteer management and delivering services to meet set objectives. It is a job share position with another Information Centre Officer which may require travel to other Information Centres if required.

Position Specific Accountabilities

- Assist with the management of volunteers of the Centre, ensuring they are valued, properly trained and have thorough product knowledge.
- Assist with the management of the day-to-day operations of the Centre, including adherence to financial and administrative procedures and record-keeping, provision of visitor information and management of a small retail outlet.
- Provide administrative support for the operations of four other Visitor Information Centres in the TRC region.
- Ensure compliance with Yellow I accreditation policies and procedures.
- Attend staff and Visitor Information Centre meetings as required.
- Assist with promotional activities for the region such as creation of promotional material, use of digital platforms including various social media and Tourism Information stands, which may include travel.

Organisation Responsibilities

- Model the highest standards of ethical and professional behaviour and act with integrity and confidentiality whilst representing Council internally and externally.
- Adhere to all legislative frameworks, rules, Council policies and guidelines.
- Prepare and submit reports for Council and the Executive Leadership team as required.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including:
 - TRC's Safety Management System - SAFE PLAN, TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009*, Anti-discrimination and Privacy legislation, Purchasing and Procurement; and
 - Comply with all Workplace Health & Safety Legislation, and other relevant policies, procedures and legislation.
- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected.

Delegated Authority

Decisions are to be made in accordance with the Delegations of Authority as detailed under separate official delegation instructions through the Chief Executive Officer.

Selection Criteria

Essential

- Demonstrated communication and interpersonal skills.
- The ability to train, supervise and support volunteers.
- Demonstrated knowledge of the local and regional tourism industry, preferably with experience in the tourism industry.
- Experience in an environment where a high level of commitment to customer service can be demonstrated.
- Excellent computer and online skills including MS Office suite, graphic design software, use of digital platforms and social media.

Position Specific Conditions

- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required before any offer of employment.
- This role requires evidence of skills and qualifications and the possession of a current Drivers Licence.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	