

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title	Visitor Information Officer
Business or Service Unit	Customer & Community
Position Manager	Visitor Services Coordinator
Position Location	Warragamba

2. POSITION PURPOSE

Facilitate the day to day use of the Warragamba Dam visitor centre by visitors providing accurate advice and information to facilitate positive and educational visitor interactions about WaterNSW and put safety first.

3. KEY ACCOUNTABILITIES

- 1) Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.
- 2) Provide quality customer service and support the day to day operation of WaterNSW Warragamba Dam Visitor Centre, ensuring WaterNSW's business requirements are met.
- 3) Facilitate and encourage visitor engagement in learning opportunities, assist visitors to interpret exhibitions, displays and publications and deliver informal talks with individuals and groups from diverse age ranges and cultural backgrounds.
- 4) Support the delivery of WaterNSW's visitor and education programs by providing feedback on trends in visitor interests and needs, advice on potential improvements to exhibitions resources, maintaining statistical records and safe storage, handling and re-ordering of stock.

4. SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT

- Visitors
- Tourism operators

5. AUTHORITY LIMITS

- As per *Standing Delegations* instrument from time to time.

RECRUITMENT GUIDE: VISITOR INFORMATION OFFICER

1. KEY COMPETENCIES

Individual Contributor	Team Leader	Manager	Executive
Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	Strategic Decision Making Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.	Establishing Strategic Direction Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organizational values.
	Developing Others Planning and supporting the development of individuals' skills and abilities so that they can fulfill current or future job/role responsibilities more effectively.	Coaching Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.	Coaching and Developing Others Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.
Active Learning Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information.	Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	Building Organisational Talent Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges.
Personal Growth Orientation Actively pursuing development experiences to improve interpersonal and business impact.			
	Delegating responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	Delegating Responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	Empowerment and Delegation Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.
	Leading Through Vision and Values Keeping the organization's vision and values at the forefront of associate decision making and action.	Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.	Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.
Work Standards Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.	Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	Passion for Results Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.
Managing work Effectively managing one's time and resources to ensure that work is completed efficiently.	Planning and Organising Establishing courses of action for self and others to ensure that work is completed efficiently.	Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.	Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Adaptability Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.	Facilitating Change Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.	Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.	Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

2. MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS

- Current Drivers Licence
- First aid certificate
- NSW Working with children check

3. MANDATORY EXPERIENCE

- Experience in interacting and engaging with the community in a customer service or education environment
- Experience in responding appropriately to public enquiries and providing information to individuals and groups across diverse cultural backgrounds and ages.
- Demonstrated high level interpersonal, verbal and written communication skills, including negotiation and conflict resolution skills.

4. EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY

- Ability to work with minimal supervision in a high volume visitor environment and respond to changing workloads .
- Ability to operate audio visual presentation technology, competence in using selected Microsoft Office applications (Outlook, Word, Excel) and ability to undertake web based research.
- An understanding of the work and role of the WaterNSW in relation to drinking water supply and catchment management issues.

5. KEY CHALLENGES

- Working within an environment of high volume and diverse visitor demand and minimal supervision
- Applying tact and skills in dealing with potentially sensitive questions from the public in order to present a positive and professional image for WaterNSW