

POSITION DESCRIPTION			
Visitor Information Officer			
Classification	EA – Admin/Clerical	Status	Part-time
Department	Community Services	A/Director	Paul West
Group Leader	Simon Angilley	Incumbent	Vacant

POSITION PURPOSE
The Visitor Information Officer is responsible for undertaking functions at the Visitor Information Centres, ensuring all goals and objectives are met.

CORPORATE ACCOUNTABILITIES
<p>All staff are required to observe the following corporate accountabilities;</p> <ol style="list-style-type: none"> 1 Understand and promote Council’s Strategic Objectives and Core Values. 2 Adhere to Council’s Organisational Values, Plans, Policies and Procedures including the Customer Service Charter, Information Technology, Records Management, Risk Management, Human Resources, Work Health and Safety, Code of Conduct and Enterprise Agreement. 3 Compliance with all legislative requirements and ethical standards.

KEY RELATIONSHIPS	
The Visitor Information Officer will maintain professional relationships with, positively interact with, support and assist those listed below.	
<p><i>Internal:</i></p> <p>Community Development Group Leader (<i>Direct Report</i>) Visitor Information Centre Coordinator Visitor Information Centre staff and volunteers All staff</p>	<p><i>External:</i></p> <p>Members of the public Tourists Merchandise representatives</p>

KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

PLANNING

Corporate plans

- Has an awareness of the Council's Corporate Plans.

Organisational culture

- Adheres to Council's Organisational values and behaviours.
- Participates in organisational culture surveys.

PEOPLE

Communication

- Listens, consults others and communicates proactively.

Conflict resolution and negotiation

- Gains clear agreement and commitment from others.
- Deals with issues promptly and resolves difficult situations with integrity.

Meetings and interactions

- Attends and participates in meetings as required.

Teamwork and goal setting

- Shares knowledge with others.
- Provides assistance and resources to others within the team as required.

PROCESS

Change and continuous improvement

- Participates in change initiatives and continuous improvement processes.

Compliance

- Complies with and meets statutory, regulatory and legal obligations.
- Complies with corporate customer service systems.
- Complies with standards and procedures.

Customer service

- Ensures a high level of customer service to internal and external staff.

Emergency preparedness and response

- Participates in emergency response as required.

Financial management

- Procures resources within delegation limits.
- Ensures resources are sourced and approved via the procurement process.
- Monitors budgets.

KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

PROCESS (cont.)

Human resources (HR)

- Complies with responsibilities as outlined in the HR policies.

Policies and procedures

- Adheres to all Council policies and procedures
- Develops, reviews and updates Council procedures.

Service provision

- Responsible for the day to day operations of the Information Centre, including:
 - Providing the tools for volunteers to deliver accurate information services.
 - Providing support to ensure volunteers can carry out duties in accordance with their position descriptions.
 - Ordering and maintaining Centre stock and supplies.
- Performing a wide range of clerical duties in association of the Centre's operation.
- Providing customer service.
- Other duties as required, subject to competencies.

Technical advice

- Assists visitors and members of the public with general enquiries and tourist information in person and electronically.
- Obtains and disseminates a range of information on tourism and commercial activities operating in the Central Coast area.

Technology

- Uses technology to achieve work objectives.

Workplace health and safety (WHS) systems

- Complies with responsibilities as outlined in WHS Policies.

PERFORMANCE

Audits

- Participates in internal and external audits as required.

Performance measures

- Ensures all information provided, printed or otherwise is accurate and up to date.
- Ensures that the Centre is kept in a clean and tidy condition.
- Key relationships are maintained.
- Corporate protocols are followed.
- Working hours are adhered to.
- Processes are consistent with legal requirements and Council policies and procedures.
- Evidentiary documentation exists and is maintained.
- Advice is provided in a timely manner.

EXTENT OF AUTHORITY

The Visitor Information Officer exercises powers and duties within the classification of the role and as defined by policy, budget, allocation, and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Community Development Group Leader. Delegations are exercised in accordance with the Delegations Register approved by the General Manager.

PERSONAL ATTRIBUTES

Initiate – ability to show initiative in planning and developing new ideas and approaches.

Communicate effectively – speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.

Organise – set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.

Teamwork – work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance teamwork.

Behave ethically – understand ethical behaviour and business practices and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the Council.

Honesty and integrity – high standard of honesty and integrity which inspires trust and confidence.

SELECTION CRITERIA (KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS)

Essential

- 1 Demonstrated skills and/or experience in the tourism and visitor information industry.
- 2 Highly developed interpersonal, verbal and written communication skills with a strong commitment to customer service.
- 3 Well-developed organisational and time management skills.
- 4 High level of computer literacy.
- 5 Intermediate finance and stock management skills and the ability to monitor budgets.
- 6 Ability to work in a hands-on role with limited supervision.

Desirable

- 7 Previous experience in local government.
- 8 Knowledge of the Central Coast and its history.

ACCEPTANCE OF POSITION

I agree to the current requirements of the Position Description:

Employee Name: -----

Employee Signature: -----

Date:-----

Director: -----

Director Signature: -----

Date:-----