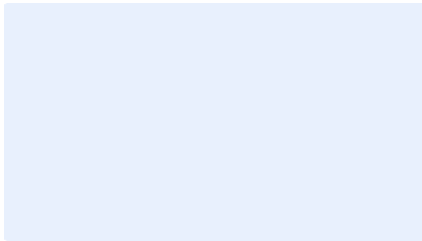


Position Description

POSITION TITLE		Casual Visitor Services Officer			
REFERENCE/POSITION NUMBER		TOU0013			
DEPARTMENT		Office of the General Manager			
ACCOUNTABLE TO		Manager Tourism and Events			
SUPERVISOR		Visitor Services Coordinator			
DIRECTLY SUPERVISES		None			
INDIRECTLY SUPERVISES		None			
VOLUNTEERS SUPERVISED		1			
GRADE	4	STATUS	Casual	TYPE	Casual
HOURS	Casual		LOCATION	Visitor Information Centre	
MOBILE PHONE	No		LAPTOP	No	
VEHICLE		No vehicle			
LAST UPDATED		9/07/2020			



RESPECT

We treat others as we expect to be treated
- in a fair and professional manner.



INNOVATION

We champion change in order to provide superior services to our community.



INTEGRITY

We are open, honest and ethical in our behaviours
- at all times.



TEAMWORK

We are one team - working together with trust and commitment to achieve shared goals.



EXCELLENCE

We aspire to be the best
- in everything we do.

OBJECTIVES

- Deliver friendly, helpful, innovative and timely service, assistance and visitor information to our guests, stakeholders, partners and residents.
- Assist in the operation of the accredited Kiama Visitor Information Centre, 364 days a year.
- Work as part of the Destination Kiama / Kiama Municipal Council team, providing assistance, support and expertise as needed across all areas of our tourism and event activities.

SELECTION CRITERIA

ESSENTIAL

- At least two years experience and/or qualifications in Tourism, Customer Service or Business Administration.
- Outstanding customer service and communication skills.
- Problem-solving skills and the ability to work in a fast-paced environment.
- Retail experience including visual merchandising, upselling, stocktake, and cash handling
- Knowledge and understanding of the local Kiama area and regional South Coast tourism experiences.
- Experience in an administration role, including proficiency in MS Office and online reservation systems.
- Willingness to regularly work weekends and on occasion out of hours.
- Demonstrated success in working as part of a team.
- Class C Drivers Licence.

DESIRABLE

- Experience in either Marketing, Tourism or Event Management with a focus on community engagement.
- An understanding of tourism and event trends and best practice.
- Experience using the software program InDesign.
- Demonstrated success in working as part of a team.
- First aid certificate.

DUTIES

Visitor Servicing

- Support the Visitor Services Coordinator with the operation and management of the Kiama Visitor Information Centre 364 days (closed Christmas) a year.
- Assist with ensuring that Destination Kiama's visitor servicing, is prompt, helpful and polite and consistently delivers excellence.
- Be the first point of contact for visitor-related enquiries for the Kiama Local Government Area in person, online, phone and email.
- Ability to "value-add" to the visitor experience with an overall aim of increasing satisfaction and visitor spend.
- Operate the centralised booking service for accommodation, ticketing and events.
- Manage time and priorities in line with organisational objectives and needs.
- Assist the Visitor Services Coordinator in maintaining and growing the Australian Tourism Data Warehouse listings for the Kiama area.

- Assist with identifying, prioritising, creating (in-house), updating and distributing additional Visitor Information publications and content such as the Destination Kiama Walking, What's on and Dining Guide as well as multilingual resources.
- Assist the Event Coordinators with event visitor servicing.
- Foster teamwork and a positive approach to all Destination Kiama activities and team members.
- Assist the Visitor Services Coordinator with ensuring that the VIC Operations Manual is maintained and updated.
- Brochure stock management and distribution.
- Assist the Destination Kiama team in ensuring that Kiama's online visitor information is accurate, appealing and regularly updated, across both the kiama.com website and other platforms, channels and portals.
- Assist with the production of the annual Kiama Visitor Guide.
- Assist with the distribution of the Kiama Visitor Guide, hard and soft copies.
- Assist with the training and support for volunteers to consistently deliver excellence in customer service.
- Foster teamwork and a positive approach to all Destination Kiama and Kiama Municipal Council activities and team members.

Tourism and Event Industry Servicing and support

- Support the Visitor Information Centre Coordinator with Destination Kiama partnerships, inclusive of securing members, servicing members, record keeping, receipting etc.
- Provide excellence in service and support to our tourism and events sector.
- Assist with and participate in the Tourism after-hours events.
- Assist with the organisation and delivery of Destination Kiama forums, workshops and functions
- Work collaboratively with the broader Destination Kiama and Council teams to support, improve and innovate our destination events offer. From time to time this will involve marketing activities, business development, event organisation and event support.
- Create and maintain databases as needed.
- Actively participate in the Destination Kiama team discussions, planning and activities.
- Present new ideas for consideration.

Community engagement

- Ensure that Destination Kiama visitor servicing is highly valued amongst the Kiama area tourism operators, business owners, event organisers and our community.
- Participate in community meetings, events and functions as needed.
- Represent Destination Kiama in external forums.
- Provide support to community events and activities.

Business Operations

- Assist the Visitor Services Coordinator with managing all areas of Visitor Information Centre business operations, such as stock control, inventory management, ordering, monthly stocktakes, sales etc.
- Ensure the Visitor Information Centre is presented in a clean and safe manner.
- Assist the Visitor Services Coordinator in ensuring all compliance is met.
- Assist the Visitor Information Centre Coordinator to grow the quality and quantity of local products available for sale at the Visitor Information Centre.
- Assist in the review of revenue streams and cost centres to identify new revenue-raising opportunities.
- Ensure all collateral is produced within brand positioning and guidelines.
- Maintain accurate administration and record-keeping.

CORPORATE RESPONSIBILITIES

RESPECT AND DIGNITY

All employees are required to:

- Promote respect for others and fairness and equity, acting in accordance with principles of EEO and Anti-Discrimination
- Demonstrate respect for others and contribute to a positive work environment
- Take appropriate action to prevent bullying, harassment and discrimination of others
- Identify and minimise exposure to risk for self and others

INTEGRITY

All employees are required to:

- Comply with the Code of Conduct and all relevant legislative requirements, Council plans, protocols, policies and procedures
- Work within budget and time constraints to optimise outcomes while balancing resource requirements
- Apply policies, protocols and guidelines equitably and without personal bias
- Model Council's Values
- Use and protect Council's information, resources, equipment and systems in accordance with relevant protocols, policies and legislation

INNOVATION

All employees are required to:

- Identify and, in consultation with their supervisor, initiate opportunities for improvements in processes and service and waste minimisation
- Seek to understand and embrace relevant best practice and industry trends relevant to own work area
- Participate in ongoing learning and embrace relevant technology and change

TEAMWORK

All employees are required to:

- Actively share information, knowledge and skills with others to optimise organisational performance
- Take interest in and provide feedback on corporate initiatives
- Work positively and proactively with others, and to the best of your ability, to deliver organisational outcomes
- Provide support and advice, to others, in own area of expertise

EXCELLENCE

All employees are required to:

- Meet or exceed functional responsibilities and service level agreements described in position description and operational plans
- Support and use contemporary frameworks designed to optimise systems and processes
- Demonstrate an understanding of the needs of internal and external customers, as relevant to the role, anticipating and meeting their needs with the parameters of Council requirements
- Ensure current competence and relevant accreditation/licencing
- Follow safe and ethical practices to minimise risk to self and others
- Actively participate in relevant training and seek opportunities for ongoing learning as applicable
- Report incidents, illnesses and injuries immediately and take appropriate follow-up action if required

WORK, HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, protocols and procedures.

Work Health and Safety (WHS)

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- Participate in development of safe work methods and risk assessments with your supervisor when required
- Actively participate in WHS inductions and training when required
- Wear personal protective equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage to Council's property to the responsible Manager

Certificates of Competency / Licences

- Where required for the position, either by legislation or through Council's policies, protocols and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to the responsible Manager immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager

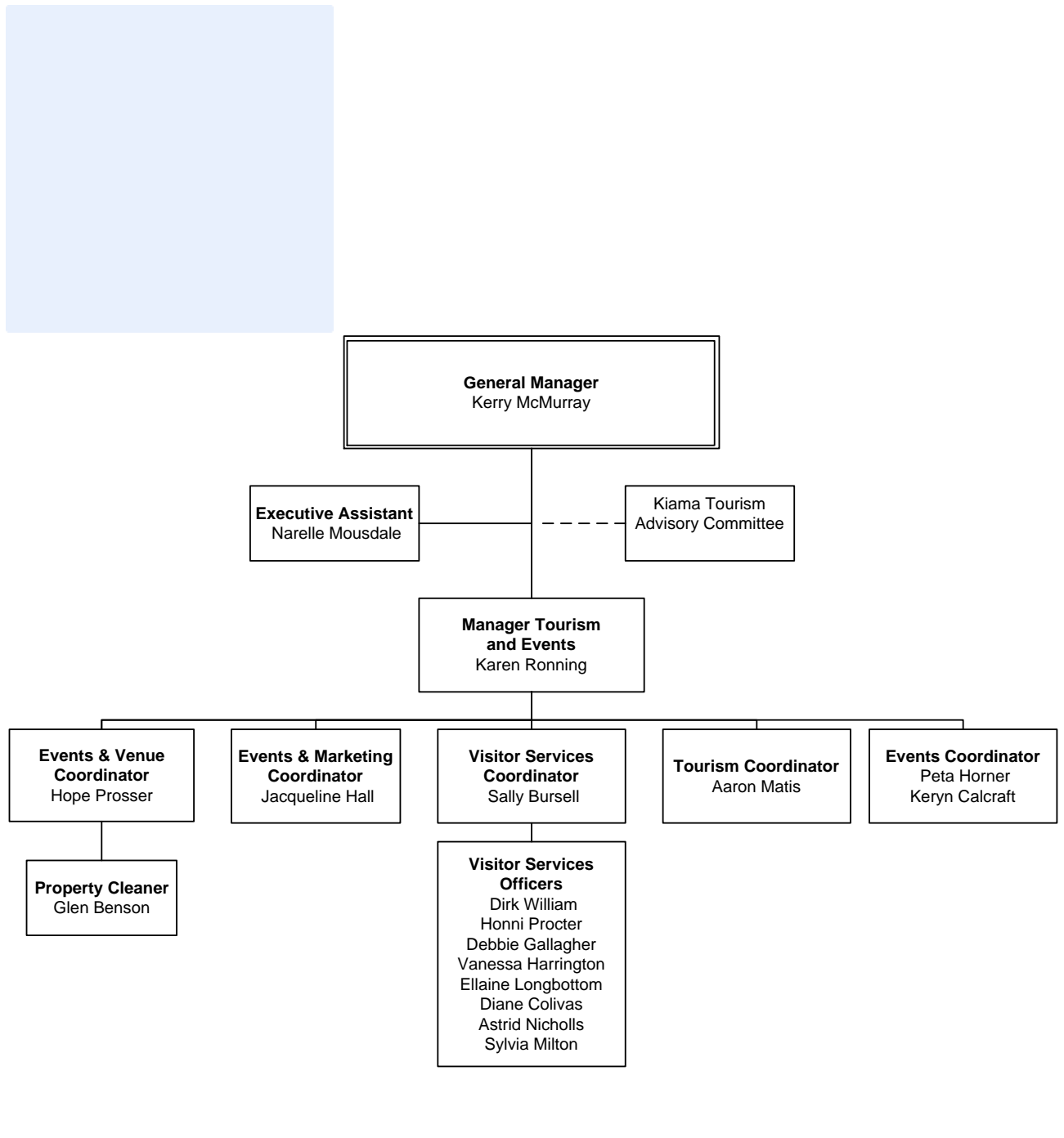
Equal Employment Opportunity (EEO)

- Work to the best of your ability and provide quality service to customers
- Recognise the skills and talent of other staff members
- Act to prevent bullying, harassment and discrimination against others in your workplace
- Respect differences among your colleagues and customers such as cultural and social diversity
- Treat people fairly - don't discriminate against, bully or harass them
- Work in keeping with the Kiama Municipal Council's EEO management plan and other EEO policies

DELEGATIONS	
FINANCIAL DELEGATION:	Nil
RESPONSIBILITY DELEGATION:	Act in accordance with the Instrument of Delegation.
NO OF CONTRACTS MANAGED:	None
ANNUAL VALUE OF CONTRACTS MANAGED:	None
CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:	No responsibility
BUDGET DEVELOPMENT:	None

CONDITIONS OF EMPLOYMENT		
AWARD/AGREEMENT	Local Government (State) Award	
PROTOCOLS:	Employees are to comply with Council's Code of Conduct and Council protocols at all times.	
PRE-EMPLOYMENT REQUIREMENTS:	<ul style="list-style-type: none"> Physical and mental capability to perform the inherent requirements of the position 	
	<ul style="list-style-type: none"> Proof of ability to legally work in Australia 	
	<ul style="list-style-type: none"> Pre-employment screening to Australian Standards in Employment Screening. 	
	<ul style="list-style-type: none"> Criminal record check 	Yes
	<ul style="list-style-type: none"> Pre-employment medical 	Yes
	<ul style="list-style-type: none"> Working with children check 	No

REPORTING RELATIONSHIPS



I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: Drop down for date