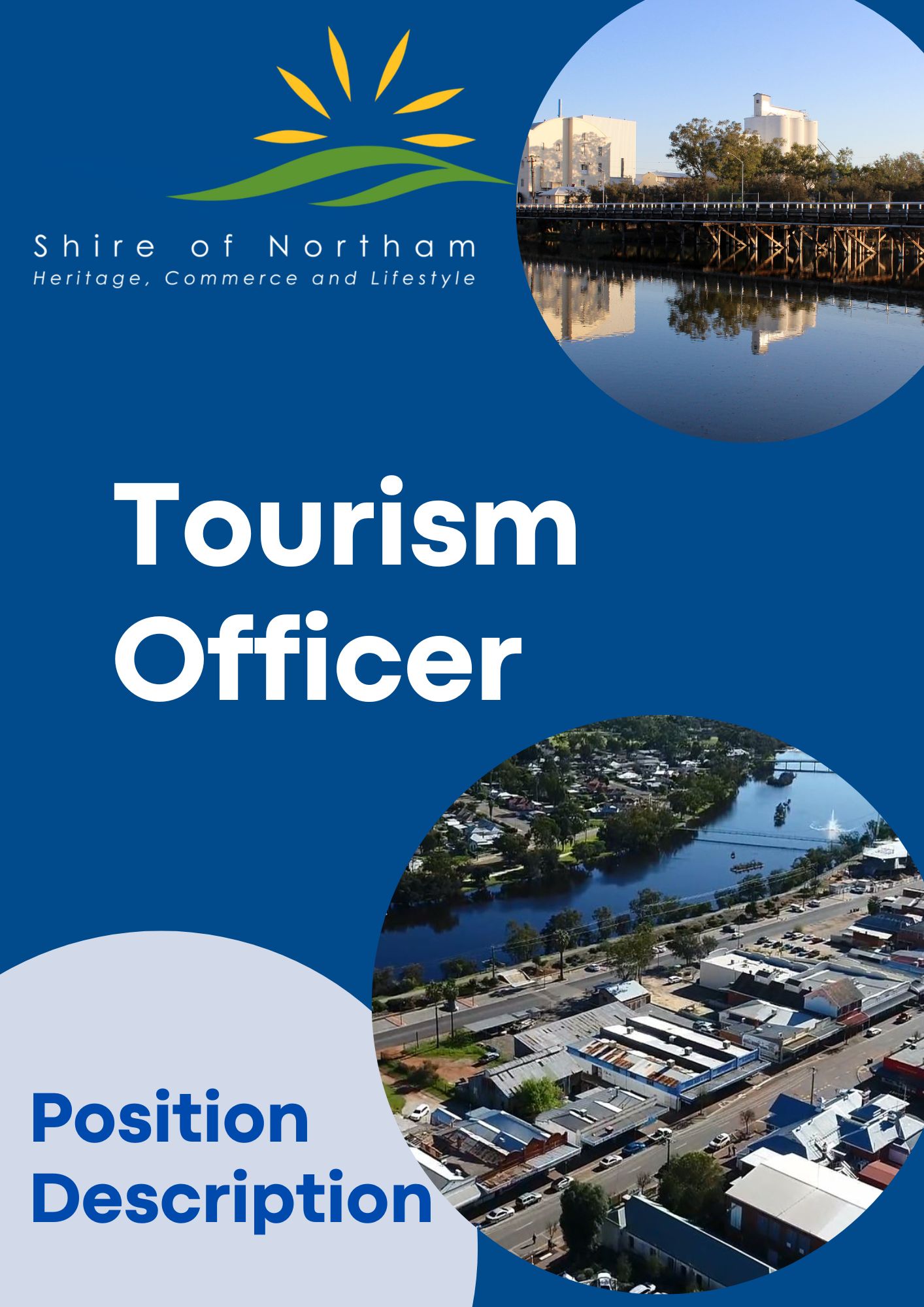
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**Tourism Officer**

***Position Summary***

**Department:** Development Services

**Job Title:** Tourism Officer

**Reports to:** Manager Community Development

**Objective:** To assist ensuring the day to day operations of the Centre are carried out in a professional effective manner and the tourism information needs of customers are met to the highest possible standard.

**Work Location:** Visitors Centre

**Award/Level:** Local Government Industry Award 2020, Level 4/1

**Date Revised:** October 2021

**Responsibilities and Duties**

**Position**

* Assist in ensuring a high standard of presentation with all aspects of the Centre’s operations.
* Ensure a high level of customer service is provided to all customers.
* Provide advice and information on all tourism enquiries as well as access and interpret product information for other tourism destinations.
* Assist with sales and receipting of Centre stock.
* Provide administrative support to Manager Tourism & Communications when required to maintain the effective functioning of the Centre.
* Work in conjunction with other departments under the direction of the Manager Tourism & Communications
* Provide administrative support where necessary
* Engage in tour operations
* Any other duties consistent with the level of the position as directed by the Manager Tourism & Communications

**Organisational**

* Embrace, support and participate in change to assist in achieving the Shire’s goals and objectives.
* The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
* Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
* Recommend changes or strategies which promote a ‘Continual Improvement’ and ‘Best Practice’ approach to service delivery.
* Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Work Health and Safety, Diversity Equal Employment Opportunities (EEO) legislation and Council’s Policies and Procedures.

**Work Health and Safety, Employee Requirements**

Employees are responsible and accountable for:

* Complying with workplace procedures for risk identification, risk assessment and risk control
* Participation in activities associated with the management of workplace health & safety.
* Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace
* Correct utilization of appropriate personal protective equipment
* Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Workplace Health & Safety, EEO legislation and Council’s Policies and Procedures
* Ensure that safety inspections are carried out at all events, and that events are conducted in line with relevant risk management plans and guidelines.

**Authority and Accountability**

This position operates under the direction of Manager of Community Development within clearly established guidelines, procedures and policies of Council.

|  |  |  |
| --- | --- | --- |
| **POSITION REQUIREMENTS** |  |  |
| **Documents** | **Essential** | **Desirable** |
| * Hold a current unrestricted C Class national drivers licence |  | A black check mark on a white background  Description automatically generated |
| * Provision of a current National Police Clearance | A black check mark on a white background  Description automatically generated |  |
| **Skills and Abilities** |  |  |
| * Sound interpersonal and customer service skills, with the ability to liaise with all levels of work in a team environment. | A black check mark on a white background  Description automatically generated |  |
| * Proven time management skills, with the ability to work under pressure, and be well organised. | A black check mark on a white background  Description automatically generated |  |
| * Previous experience in providing a high level of customer service delivery in a sales and information environment. | A black check mark on a white background  Description automatically generated |  |
| * High level of computer literacy and proficiency including use of Microsoft Word, Excel and Internet applications. | A black check mark on a white background  Description automatically generated |  |
| * Well developed numeracy and literacy skills. | A black check mark on a white background  Description automatically generated |  |
| * Knowledge of the Northam and Avon Region. |  | A black check mark on a white background  Description automatically generated |
|  |  |  |

**GENERAL PHYSICAL REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **Task** | **Mainly** | **Frequently** | **Occasionally** | **N/A** |
| Stand |  | A black check mark on a white background  Description automatically generated |  |  |
| Walk |  | A black check mark on a white background  Description automatically generated |  |  |
| Sit |  | A black check mark on a white background  Description automatically generated |  |  |
| Handle |  | A black check mark on a white background  Description automatically generated |  |  |
| Reach |  |  | A black check mark on a white background  Description automatically generated |  |
| Climb/Balance |  |  | A black check mark on a white background  Description automatically generated |  |
| Crouch/Kneel |  |  | A black check mark on a white background  Description automatically generated |  |
| Talk/Hear |  | A black check mark on a white background  Description automatically generated |  |  |
| Taste/Smell |  |  | A black check mark on a white background  Description automatically generated |  |
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**Authorisation and Acknowledgement**

|  |
| --- |
| I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description.  I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities.  Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements. |
| Employee Signature: Date: |

A picture containing text, outdoor, sky, tree

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