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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.

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

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| **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**

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| 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: |

