



# Position Description

Visitor Information Centre Officer

## **Alpine Shire Council's Values - ICARE**

Innovation | Collaboration | Accountability | Respect | Empowerment

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community.

## **Child Safety Commitment at Alpine Shire Council**

Alpine Shire Council is committed to being a child safe organisation. Every child and young person has the right to feel safe. All our employees have a shared responsibility to protect children and young people from harm and abuse. Alpine Shire Council have established policies, procedures and training to achieve these commitments.

## **Diversity & Inclusivity at Alpine Shire Council**

Alpine Shire Council is an Equal Opportunity employer. We value people of all abilities, people from culturally and/or linguistically diverse backgrounds and First Nations peoples. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

## POSITION OVERVIEW

You will be required to promote the Alpine Shire as a customer-focused organisation at all times. You will undertake key responsibilities in a professional, efficient and timely manner; and contribute to Council's aim of being a high performing organisation. You will need to be passionate and multi-skilled and able to consistently deliver at high standard operational services in a tidy, organised and enjoyable environment. You will provide exceptional visitor services and will offer support to the Alpine Ambassadors at the Visitor Information Centres. This role is responsible for the effective delivery of the tasks identified in key result areas within a seven day cycle – Monday to Sunday inclusive, in accordance with specific guidelines and procedures.

## CLASSIFICATION AND RELATIONSHIPS

|                        |   |
|------------------------|---|
| <b>Classification:</b> | Band 3<br>Alpine Shire Council Enterprise Agreement |
| <b>Reports to:</b>     | Visitor Information Centre Coordinator              |
| <b>Supervises:</b>     | Alpine Ambassadors                                  |

## KEY DUTIES AND RESPONSIBILITIES

As the Visitor Information Centre Officer you serve an important role in providing excellent visitor services in a tidy, organised and enjoyable environment including:

### **Accountability and Extent of Authority**

#### **Day to day operations**

- Working with volunteers (Alpine Ambassadors) and supporting them in the provision of quality, accurate and timely information.
- Collection of daily statistics, whilst on duty, and provision of these to the VIC Coordinator for monthly collation to Tourism Alliance and Council staff.
- On a daily basis, when rostered, review and action the key issues which have been entered in the 'day book'.
- In conjunction with Alpine Ambassadors ensure all brochure stock and displays are current and professionally represented.
- Advising Council staff and/or the VIC Co-ordinator when retail stock needs to be reordered.
- Responding to direct visitor, online and phone enquires.
- Participate in regular training and familiarisations.

- Processing sales, using VEND and ensuring there is daily acquittal/reconciliation of the system.
- Ensuring post is delivered on a DAILY basis for dispatch.
- Managing cash and EFTPOS transactions including ensuring there is regular banking and daily reconciliation of the EFTPOS terminal.
- Liaise with 'business' customers and service's partners to ensure service standards are maintained.
- Perform the above listed day-to-day operations in accordance with specific guidelines

### **Other duties**

- Ensure all processing and tasks undertaken are 99% accurate.
- Display a punctual, reliable and positive approach to work.
- Continually review and improve work methods associated with this role.
- Undertake other duties as directed by the manager or supervisor.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.

### **Judgement and decision making**

- Ability to organise daily and weekly tasks.
- Ability to determine appropriate action in relation to service enquiry including selecting from a range of alternative courses of actions, or referring to appropriate Council Officer or community agency.
- Ability to recognise sensitive and/or potential serious citizen service problems and deal with these in an appropriate manner.
- Guidance is always available from immediate supervisor or manager.

### **Management skills**

- Basic skills in time management and the organising of tasks.

### **Interpersonal skills**

- Oral and written communication skills with customers, other employees and members of the public.
- Display a punctual, reliable and positive approach to work.
- Ability to project a positive image in communicating with both internal and external customers at all times.
- Demonstrated courteous disposition and helpful and friendly demeanour
- Capacity to exercise tact and diplomacy.
- Ability to advise the general public about the role of Council and the conduct of its activities.
- Demonstrated commitment to team work, and the ability to contribute as a team member.

## EXPERTISE

### Qualifications

- Driver licence.

### Specialist skills and knowledge

- Understanding of the role including relevant processes and procedures
- Extensive knowledge of the Alpine Region.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Computer skills, in particular MS Office.
- Written and verbal communication skills.

### Experience

- Experience in provision of visitor information services is desirable.
- Experience in handling money.
- High level customer service skills.

## HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

## PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- You must be willing to work an irregular schedule, which may include weekends, holidays, and/or varying shifts.
- The work environment may include uneven surfaces and up and down stairs.