

POSITION DESCRIPTION

Position Title	Visitor Services Officer
Position Code	1017
Business Unit	Development, Environment & Strategy
Work Group	Tourism
Position Classification	Band 3
Effective Date	January 2023

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Assist in the provision of professional and informative Visitor Information Services.

2. Working Relationships

Reports to	Visitor Services Team Leader
Supervisors	n/a

3. Key Responsibilities

3.1 Provide general reception and information duties at the Wangaratta Visitor Information kiosk and Glenrowan hub, expos, events and pop-ups. Duties including answering customer enquiries, attending to daily mail-out of information, and maintaining the presentation of the facilities.

3.2 Maintain and order brochure stocks, organise display racks, and maintain store-room facility as directed.

3.3 Record visitor numbers and process statistics for statistical reports.

3.4 Provide informative, unbiased and professional local information.

3.5 Provide administrative support to the Economic Development & Tourism Coordinator and the Visitor Services Team Leader.

3.6 Maintain and update tourism and events databases and website.

3.7 Participate actively in familiarisation training tours and other skills development programs.

4. Core Physical Requirements

4.1 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.2 Capacity to lift items unspecified in weight within individual limits, Including at times from floor level.

4.3 Capacity to alternate posture from sitting to standing frequently.

4.4 Capacity to stand for extended periods.

4.5 Capacity to walk up and down stairs regularly.

4.6 Capacity to use a ladder.

4.7 Capacity to drive a motor vehicle.

5. Accountability and Extent of Authority

5.1 Accountable to the Visitor Services Team Leader for the efficient and effective

performance of this position, including the day to day administration of the Rural City of Wangaratta visitor servicing.

5.2 Understanding Councils policies and procedures to ensure adherence and safe work practices.

6. Judgement and Decision Making

6.1 Provide appropriate information to the general public on tourism matters.

6.2 Make decisions on day to day activities and services according to organisational policy and procedures.

6.3 Prepare documentation as directed by the Economic Development & Tourism Coordinator and Visitor Services Team Leader.

6.4 Guidance and advice is always available.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 A working knowledge of the region's tourist attractions and natural features.

7.1.2 Ability to support the provision of day to day operations of the Rural City of Wangaratta visitor services locations, including cash handling and collating relevant visitor statistical data.

7.1.3 A sound knowledge of the geography of the State of Victoria, with an emphasis on the Rural City of Wangaratta and North East Victoria.

7.1.4 Knowledge and skills in the operation of a visitor servicing.

7.1.5 Experience in the operations of office equipment and computer-based systems, particularly Microsoft Office, Outlook and internet.

7.1.6 Experience with the use of retail point of sale or ticketing systems is an advantage.

7.2 Management Skills

7.2.1 Ability to work with other staff and tourism operators in a team environment.

7.2.2 Ability to efficiently perform clerical functions for the Rural City of Wangaratta's visitor services locations.

7.2.3 Ability to work independently or as part of a team.

7.3 Interpersonal Skills

7.3.1 Ability to communicate with all members of the public and Council in an efficient, friendly and courteous manner.

7.3.2 High level of customer service skills and the ability to confidently handle conflict and maintain a courteous disposition and friendly demeanour in high pressure situations.

7.3.3 Willingness to participate in and contribute to continuous improvement of service delivery and quality outcomes for the betterment of Council, visitors and the community.

8. Qualifications and Experience

8.1 Experience in the organisation and provision of information to tourists and visitors to a region.

8.2 General clerical experience, word processing, including Microsoft Office and Point of Sales.

9. Key Selection Criteria

9.1 Strong communication, customer service and interpersonal skills.

9.2 Sound knowledge of local tourism attractions and features of North East Victoria.

9.3 Experience in the organisation and provision of information to tourists and visitors to a region or similar customer service.

9.4 Experience in the operations of office equipment and computer-based systems, particularly Microsoft Office, Outlook, and internet.

9.5 Strong administrative and organisational skills.

9.6 Available to work a roster including weekdays, weekends and public holidays and be flexible in working rostered days or additional days as and when required.

Authorised by: Director – Sustainability & Culture

Date:

Employee's Signature:

Date:
