

Job and Person Specification

Position:	VIC Information Officer
Department:	Corporate Services
Reports to:	Manager Business Services
No of Direct Reports:	Nil
Award / Level:	Administration Level 2A
Incumbent:	Vacant
Date Appointed:	

Position Objectives

The VIC Information Officer is a member of the Corporate Services team and a key customer service point between the St Helens Visitor Information Centre and the general public requiring consistently high customer service standards.

This position requires a person to be multi-skilled, courteous, engaging and resourceful. They must also be able to deliver a high standard of customer service including reception, tourist information, cash handling duties and ensure all office procedures are adhered to at the St Helens Visitor Information Centre.

The position will require adherence to our organisational values of “Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions.”

Key Result Area	Key Tasks	Performance Indicators
Customer Service	<ul style="list-style-type: none"> Efficient response to customer enquiries and transactions by quickly assisting and providing a polite and professional experience. Provide informed suggestions on touring routes, travel arrangements, accommodation and attractions. Source and provide appropriate maps, brochures and electronic information when required. Provide accurate information to customers in times of emergency i.e. fire, flood and road closures. 	Customers receive prompt and accurate service within Customer Service Charter expectations.
Retail	<ul style="list-style-type: none"> Sell Parks and Wildlife (PWS) passes, souvenirs and other merchandise. Refer bookings for local accommodation, tours and transport. Coordinate the balancing and banking of all retail transactions. 	Accurate and timely completion of all retail/finance tasks

Key Result Area	Key Tasks	Performance Indicators
Administration	<ul style="list-style-type: none"> Undertake a range of general administrative duties relating to the activities of Councils Service delivery standards. Update statistics, ensure monthly reporting is accurately compiled, update VIC manuals and document filing. Order and maintain stock control of brochures. Collect and collate visitor surveys and statistics for Business Service Manager's monthly reporting to Council. Represent St Helens VIC at industry training sessions and participation in industry familiarisation forums. 	
Legislation and Council Policies	<ul style="list-style-type: none"> Exhibit an enhanced understanding and working knowledge of all relevant Council Policies and Procedures Understand the requirements to ensure compliance with any occupational specific legislation. 	Compliance with policies, procedures and legislative requirements
WHS Coordination	<ul style="list-style-type: none"> Work in accordance with WHS legislative requirements at all times. Participate in WHS and industry-related training and conferences Report incidents and accidents to the Health & Safety Coordinator, Managers and WHS/RM Committee 	Compliance with WHS Legislation WHS training is completed as requested

Person Specification	
QUALIFICATIONS/EXPERIENCE	Desirable <ul style="list-style-type: none"> Minimum 2 years' experience in a tourism or customer service role.
KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> Well-developed interpersonal skills and an ability to communicate effectively, verbally and in writing. Experience in working autonomously and as a part of a team. Knowledge of the tourism industry, particularly in Break O'Day and the whole East Coast of Tasmania. Ability to handle cash, Eftpos transactions, receipting, balancing and banking procedures.
DELEGATIONS & AUTHORITY	None
JOB REQUIREMENTS	Current Australian drivers licence
EEO	Ability to clearly understand and adhere to all Council policies associated with Equal Employment Opportunity, Discrimination and Harassment
TRAINING	Ongoing industry familiarisation.

By accepting this position, the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O’Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed
- To not access any information within Council's systems that is not directly relevant to their work

Employee Signature: _____ Date: ___ / ___ / ___

Approved By Departmental Manager: _____ Date: ___ / ___ / ___

Approval By General Manager: _____ Date: ___ / ___ / ___

Date Position Created: ___ / ___ / ___ Date Position Reviewed: ___ / ___ / ___