**POSITION DESCRIPTION**

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| **A. POSITION PROFILE** | |
| **Position:**  *Visitor Information Officer* | **Position Occupant**:  *Vacant* |
| **Position Evaluation:**  *Salary System Grade: 3* | **Section/Group:**  *General Manager* |
| **Conditions of Employment**:  *Local Government (State) Award 2017*  *Casual \** | **Location:**  Cootamundra  Gundagai  **Direct Supervisor:**  *Manager Community & Culture* |
| **Additional Benefits:** | **Number of Staff Supervised by this position**:  *Nil* |
| **\*Note this position requires weekend and/or public holiday work. The Visitor Information Centre is open 9am - 4:30pm, 7 days per week.** | |
| **B. STATEMENT OF FUNCTION** | |
| Daily operation of the Accredited Visitor Information Centre (AVIC) in accordance with Tourism New South Wales’ guidelines to ensure:-   * effective and efficient promotion of the Cootamundra-Gundagai Council area as a destination/s, * information and tourism needs of visitors and the community, are satisfied with respect to local businesses and attractions in Gundagai and the region. | |

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| **C. KEY RESPONSIBILITIES** |
| 1. Provision of information, advice and promotion on local attractions, products and services within the region in a pleasant, courteous and efficient manner at all times. 2. Sales of souvenirs, produce, wines, bus/train tickets and entry to local attractions and events. 3. Handling of stock orders, invoicing and payment in accordance with procedures. |
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| **D. DUTIES** |
| **Customer Service**   1. Provide courteous, timely service and accurate information to the general public in relation to all telephone and counter enquiries. 2. Handle difficult customer situations sensitively and professionally, ensuring a high level of service. 3. Ensure both internal and external customer expectations are met efficiently, courteously and accurately. 4. Record complaints received and flag these with the appropriate person for action. 5. Deal with requests immediately wherever possible. If immediate action cannot be taken refer requests to the appropriate officer in a timely and accurate manner. 6. Take receipt of deliveries and consignments at the AVIC, following established procedures and notify consignee of arrival (if applicable) or receipt and process according to procedure. 7. Participate in developing AVIC policies, procedures and forms.   **Visitor Services**   1. Present visitor information in a stimulating and organised manner, and ensure up to date information is maintained in the AVIC. 2. Attend staff training and meetings as organised by the Tourism Marketing Coordinator. 3. Attend to telephone, email and in-person enquiries in a professional manner. 4. Record information on visitor requests and demographics, and collate for monthly return to AVIC. 5. Participate in the AVIC accreditation and associated procedure documentation preparation.   **Sales/Cashiering**   1. Sell AVIC product including wine, local produce, kiosk items and souvenirs, tea and coffee. 2. Handle coach/rail ticket sales and bookings. 3. Handle sales of event and attraction entry ticket. 4. Ensuring that all visitors are aware of the Marble Masterpiece and Old Gundagai Gaol Audio Tour. 5. Operate cash register, credit card facilities. 6. Maintain an appropriate level of change and cash in the till for the days requirements, and in accordance with the AVIC procedures. 7. Undertake daily balancing of cash floats, monies and cheques received and EFTPOS and complete associated reconciliation records and banking documentation. 8. Keep accurate records of cash discrepancies and follow through required procedures. 9. Maintain goods received book, cash book. 10. Monitor stock levels, order stock and assist with stocktake (souvenirs, drinks, kiosk supplies etc.). 11. Monthly reconciliation of ledgers using Authority software system.   **Security**   1. Promptly open front door at commencement of business. 2. Ensure AVIC building entry points are secured daily at close of business. 3. Wear personal security emergency call device at all times when alone on premises. 4. Secure daily takings in the safe at the close of business. 5. Ensure monies collected are counted in secure surroundings out of public view. 6. Close down computer connections at the completion of the day. 7. Ensure that the AVIC is locked and the alarm activated at close of business.   **Cleaning**   1. Place bins out for curbside collection on designated days. 2. Conduct spot cleaning to ensure that the AVIC is safe and well presented (on weekend days and in response to spills/incidents) including vacuuming, sweeping, mopping, and emptying rubbish bins. 3. Where bodily fluids clean-up is necessary, follow relevant procedures and wear appropriate personal protective equipment.   **General**   1. Adhere to the AVIC Liquor Plan of Management and requirements of the Liqour Act 2007. 2. Report and/or attend to the repair of any structural damage to the facility to the Manager Facilities. 3. Report obscene and disruptive public behavior to police. 4. Inform the Manger Community & Culture of any discrepancies or inadequacies that may impact safe or efficient Counter operations and staff/customer issues that cannot be resolved and need referral. 5. Participate in meetings across Council operations as required. 6. Put out signs/flags daily. 7. Communicate effectively with other staff and volunteers. 8. Register documents / correspondence as required for records purposes. 9. Undertake other duties as deemed necessary to assist in the effective and efficient operations of the   AVIC and Council. |

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| **E. ESSENTIAL CRITERIA** |
| 1. Excellent knowledge of local tourism and business products and services. 2. Demonstrated cash handling, reconciliation and record keeping skills. 3. Good communication skills including team, negotiation and conflict handling skills. 4. Ability to display and present information in an attractive and professional manner. 5. Demonstrated experience in the use and application of the Microsoft suite of products (in particular Word, Excel and Outlook). 6. Demonstrated time-management and organisational skills. 7. Good attention to detail and the ability to work independently. 8. Working knowledge of roles and responsibilities under the WHS Act 2011. 9. Cultural awareness and sensitivity towards equity and diversity. 10. Current Responsible Service of Alcohol Certificate. 11. Current National Police Check (or ability to readily acquire). |
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| **F. DESIRABLE CRITERIA** |
| 1. Experience in working with volunteers, work experience students and trainees. 2. Experienced and confident in a sales and customer service environment. 3. Administrative/office experience. 4. First Aid Certificate. 5. Class C drivers licence. |

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