



POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Trainee Visitor Centre Officer		
Position Number:	TBA	Standard Position Hours:	35 hours
Directorate:	General Managers Unit	Unit:	Economic Development
Salary Grade:	Award Provisions	Award Band and Level:	Band 1 Level 1
Position Reports to:	Visitors Centre Coordinator		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	13 October 2020	Date Last Reviewed:	
Version:	1	Document Number:	TBA

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 380 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The General Managers unit manages services associated with Human Resources, Economic Development, Communications, Internal Audit and the Executive Office of the General Manager and the Mayor.

The Visitor Centre is part of the Economic Development team within the General Manager Unit. The Centre provides an information, reference and booking function vital to local tourism development.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WSH RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is to provide effective and efficient tourism services and visitor information to the Hunter Valley Visitor Information Centre visitors and stakeholders, ensuring the highest standard of customer service.

They will respond to inquiries in person and via all other communications, undertake general administration duties, preparation of correspondence, reports and submissions, purchase and sales of merchandise and other services, including bookings provided by the Centre. The Trainee will also provide support to the Economic Development Unit with activities, programs, events or functions held in the Centre.

The Trainee will be employed for the duration of the traineeship, with no guarantee of further employment beyond this period.

KEY ACCOUNTABILITIES

1. Provide high quality customer service to all stakeholders including members of the public, tourism operators, and government authorities.
2. Provide accurate and timely information to customers about the Cessnock LGA and en-route information held by the Hunter Valley Visitor Centre.
3. Process the sales of merchandise and other fees and charges within Hunter Valley Visitor Centre. Respond to telephone, social media & email enquiries in a timely and efficient manner.
4. Undertake general administration duties such as filing, preparation of correspondence, preparation of promotional materials, preparation of reports and submissions and maintaining and ordering stocks of promotional material and merchandise.
5. Assist with the preparation of daily reconciliation and merchandise transactions whilst maintaining the highest levels of confidentiality and security.
6. Assist with gift shop suppliers and merchandise to ensure professional presentation of the Centre at all times.
7. Assist Council's Economic Development Unit with projects, programs or activities as and when required
8. Any other accountabilities or duties as directed by the Centre Coordinator which are within the employee's skill, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Minimum completion of Year 10 or equivalent with passes in English or equivalent.
2. Ability to undertake a Certificate IV Traineeship.
3. Genuine interest in tourism and customer service.
4. Demonstrated ability in the use of Microsoft Office, email and internet.
5. Demonstrated ability to communicate effectively both verbally and in writing.
6. Demonstrated positive attitude to teamwork; willingness to learn and demonstrated initiative.
7. Demonstrated commitment to providing excellent customer service.

SIGNATURE

Employee

Full Name:

Signature:

Date: