

POSITION DESCRIPTION

Customer Service Officer - Tourism

Local Government Modern Award 2010
Level 3
Visitor Information Centre



**GLAMORGAN SPRING BAY
COUNCIL**

Bicheno, Swansea and Triabunna

PRIMARY OBJECTIVE

Provide support to the Manager Visitor Information Services in operating the East Coast Visitor Information & Booking Centre Network.

ORGANISATIONAL RELATIONSHIPS

Reports to the Manager – Visitor Information Services

KEY ACCOUNTABILITIES/CHALLENGES

- Accuracy and quality of duties undertaken.
- The standard of service provided to all customers.
- Demonstrated commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.

PRIMARY RESPONSIBILITIES

Provide support to the Manager Visitor Information Services, East Coast Visitor Information & Booking Centre Network by undertaking the following duties:

- Deal courteously and efficiently with enquiries received in person, by telephone, fax or email;
- Make informed suggestions on touring routes, travel arrangements, accommodation, tours and attractions, sell and process bookings for accommodation, tours and transport;
- Source and provide appropriate maps, brochures, and electronic information to visitors in response to local and state-wide touring enquiries;
- Sell tickets, souvenirs and other merchandise;
- Undertake general clerical and administrative duties;
- Collect and collate visitor surveys and statistics;
- Updating of daily stats and daily banking and end of month reports;
- Assume responsibility for general operation of the Centre in the absence of the Manager;
- Stocktaking of all retail goods when required;
- Attend training sessions and participate in regular local and industry familiarisation;
- Assist with implementation of the East Coast Tourism Development Plan as directed;

- Attend regular staff meetings;
- Promote a positive image of Council when dealing with both internal and external customers.

ALL STAFF RESPONSIBILITIES

- Ensure that safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.
- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)

1. Good understanding of the tourism industry, in particular Tasmania and the Freycinet Coast, including familiarity with the geography.
2. Well developed oral and interpersonal communication skills including the capacity to present information to others.
3. Strong time management and organisational skills including the capacity to monitor and meet deadlines.
4. Excellent customer service skills, including a capacity to work effectively in a team based service environment.
5. An ability to communicate with and between voluntary and professional workers and visitors together with coordinate work of others in senior officer absences.
6. Flexibility and adaptability to changing work environment.
7. Good computer skills including competence in Microsoft Office software programs (Word, Excel, Outlook, Internet, etc) and communications equipment and booking systems used by the centre.
8. Cash handling accuracy.
9. Self-motivated. Good sales skills.
10. Current drivers licence is essential.