



Applicant Information Pack

Position: Customer Service Officer Tourism
Permanent Part Time Position

Visitor Information Centre –
Bicheno, Swansea and Triabunna

Applications received by 5.00pm - 17th May 2019

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Application Form – Customer Service Officer Tourism



| | |
|--|-------------------------|
| Surname | Given Names |
| Residential and Postal Address | |
| Email | Preferred Phone |
| Working Rights | |
| Australian Resident Y or N | Expiry Date: Number: |
| Drivers Licence Information: Licence No. _____ Class _____ Exp date _____ <i>Please attach photocopy of current licence/s with application</i> | |
| Previous Employment <i>List previous relevant employers</i> | |
| 1. Current | |
| 2. Previous | |
| 3. Previous | |
| Referees <i>I hereby give consent to the below referees being contacted.</i> | |
| 1. Name | Position |
| Contact Number | Relationship |
| 2. Name | Position |
| Contact Number | Relationship |

| Application Checklist | |
|---|--|
| This Form Completed Y / N | Resume Y / N |
| Pre-employment Health Disclosure Form Completed Y / N | Application Cover Letter Responding to Position Description Selection Criteria Y / N |
| Photocopy of current licences Y / N | |
| <p>Declaration by Applicant</p> <p><i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i></p> <p>_____</p> <p>Signature Print Name</p> <p>_____</p> <p>Date</p> | |

Pre-Employment Health Disclosure Form

Customer Service Officer Tourism

Department – Visitor Information Centre

May 2019



Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

Position Risks

The below risks have been identified for the above mentioned role.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use of visual display unit (IPad and Laptop) | <input checked="" type="checkbox"/> Repetitive use of mouse/keyboard |
| <input checked="" type="checkbox"/> Working under pressure | <input type="checkbox"/> Sitting for extended period (1.5 + hours) |
| <input checked="" type="checkbox"/> Standing for extended period (1.5 + hours) | <input type="checkbox"/> Driving |
| <input checked="" type="checkbox"/> Lifting less than 20kg | <input type="checkbox"/> Lifting 20-35kg |
| <input type="checkbox"/> Lifting more than 35kg | <input type="checkbox"/> Climbing ladders |
| <input type="checkbox"/> Working at heights (greater than 2 metres) | <input type="checkbox"/> Sun exposure |
| <input type="checkbox"/> Dust exposure | <input type="checkbox"/> Noise exposure |
| <input type="checkbox"/> Walking uneven surfaces | |

Disclosure

| | |
|-----------------------|--|
| Print Name | |
| Date Completed | |

| Item | Date | Details <i>(Name injury/illness/medication, impact, treatment)</i> |
|---|------|---|
| Illnesses <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i> | | |

| | | |
|---|--|--|
| <p>Injuries <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i></p> | | |
| <p>Current Medications <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i></p> | | |
| <p>Past Workers Compensation <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i></p> | | |

Note: add additional pages to this if required.

Declaration and Authorisation

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

| | |
|--------------------------|--|
| <p>Print Name</p> | |
| <p>Signature</p> | |

Position Description

Permanent Part Time Position

Customer Service Officer - Tourism

Local Government Modern Award 2010

Level 3

Visitor Information Centre

Bicheno, Swansea and Triabunna

May 2019



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.

Recruitment and Selection Information

May 2019



Glamorgan Spring Bay Council is committed to employment via merit selection which is based on ensuring the best person for the job will be hired. Discriminatory attributes such as gender, age, religion, political beliefs and so forth as covered by Tasmanian anti-discrimination legislation will not be considered or influence recruitment and selection decisions.

After applications are received they will normally be shortlisted against the selection criteria as outlined in the last section of the position description. Assessment of these criteria is carried out by reviewing all information provided by the applicant in their application.

An interview process will typically involve a panel of people that may include people outside of Council. Depending on the content to be covered interviews can range from 20 minutes to two hours and conducted face to face, via video links or over the phone. Applicants will be tested against the same criteria and the interviewee may be asked to elaborate further on information provided in their application.

A process may involve more than one interview with the same or different people, aptitude testing, psychometric analysis and referee checking. Preferred applicants may also be required to undertake a medical as per the risks identified for the position, their health disclosure and general compliance with Council's safety requirements.

Successful applicants will be advised verbally in the first instance of Council's offer and subsequently provided with a contract of employment for consideration. Generally people have up to 14 days to consider an offer made.

In some instances relocation assistance may be offered to a successful applicant.

Recruitment processes can take anywhere between two to 12 weeks to carry out depending on the components involve, applicant availability and location. During this time questions on progress should be directed to the person listed in the advertisement for specific position being filled.

Glamorgan Spring Bay Council does not provide for an appeal process with respect of recruitment and selection decisions.