



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Tourism Services Officer</b>
<b>Position Number:</b>	<b>11020</b>
<b>Directorate:</b>	<b>Development Services</b>
<b>Reports to:</b>	<b>Tourism Services Supervisor</b>
<b>Department:</b>	<b>City Growth</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2023</i></b>
<b>Classification:</b>	<b>Level 3</b>

## 1. POSITION OVERVIEW

The Tourism Services Officer is responsible for providing excellent customer service to City of Karratha tourists, ensuring the tourist experience is consistently energetic, positive and informative.

### 1.1. Position Objectives

- Provide a high quality and engaging face to face tourist information service.
- Provide retail, tourist information and booking/referral services efficiently and effectively.
- Promote and contribute to an increase in visitation and length of stay of tourists to the City of Karratha region.
- Assist in the promotion of local and regional tourism initiatives.

## 2. DUTIES & RESPONSIBILITIES

### 2.1. Tourism Services

- Prepare and provide current, accurate and engaging information to tourists.
- Liaise with key stakeholders on matters relating to tourism.
- Provide timely and professional tourism related information to internal and external stakeholders.
- Maintain an up to date knowledge of all tourist facilities and products within the region.

### 2.2. Cashier

- Ensure that tills are combined, balanced and banked daily.
- Ensure all daily transactions reconcile to the relevant system through the daily balancing register.

### 2.3. Sales & Promotion

- Provide information and promotion of all retail operations including general enquiries and sale of commission-based reservations.
- Promote the sale of approved merchandise and other sale items.
- Work with the Supervisor to ensure the tourism centre has an active presence on social media.

## **2.4. Administration**

- Develop, monitor and update information provided to customers.
- Ensure the Tourism Centre is maintained to a clean and tidy standard at all times.
- Undertake regular stocktakes as required.
- Attend to all correspondence in consultation with the Tourism Services Supervisor.
- Assist in the preparation reports as required.
- Adhere to all City processes.
- Assist in the preparation, implementation and regularly review of procedure manuals for the Karratha Tourism and Visitor Centre operations to ensure its effective operation.

## **2.5. Occupations Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form within 3 days.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1. Authority & Accountability**

- Works under regular supervision of the Tourism Services Supervisor.
- Works in accordance with approved Council's policies, procedures and guidelines.

### **3.2. Judgement & Problem Solving**

- Ability to problem solve with solutions found in established processes and procedures.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Demonstrated ability to multitask.

### **3.3. Specialist Knowledge & Skills**

- Demonstrated experience in retail sales and the sale of tourism related products and services.
- Demonstrated experience in promoting various tourism products and events through a variety of media channels including social, print, in-house etc.

- Developed knowledge of the local area and the tourism products available.
- Highly developed numeracy and cash handling skills with a high level of attention to detail, accuracy and confidentiality.
- Developed knowledge of computer applications, particularly the Microsoft Office suite, tourism service applications and local government applications.

#### **3.4. Interpersonal Skills**

- Developed verbal and written communication skills including negotiation and conflict management abilities.
- Demonstrated customer service skills.

#### **3.5. Qualifications & Experience**

- Demonstrated experience in a similar role or experience in a service position requiring a high level of contact with the public is desirable
- Current C class driver's licence
- National (or Federal) Police Certificate no more than 6 months' old