

Position Title: Visitor Information Centre Officer	Position Number:
Department: Corporate & Community Development	Accountable to: Manager – Visitor Information Services
Responsible for the supervision of:	N/A

KATHERINE TOWN COUNCIL
POSITION DESCRIPTION



VALUES	MISSION
Service Responsiveness Involvement Responsibility Equity Accountability	To provide a sustainable and prosperous environment for the people of the Katherine Region through growth, opportunity and tolerance.

RESULTS	We are dedicated to serving our community and will listen to and proactively respond to their needs.
RELATIONSHIPS	We will partner with our community and our stakeholders to create sustainable honest relationships.
REASONS	We deliver results that align with our strategic direction and serve our community

PURPOSE	Responsible for the provision of friendly, efficient and accurate customer service to visitors in relation to attractions, accommodation and touring options available within Katherine and its regions.
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KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Provide high quality customer service to Visitor Information Centre patrons to maximise the upselling of tourism products; • Provide effective and productive communications to visitors, operators and other stakeholders via various forms (i.e. telephone, email, face to face contact) • Monitor and maintain display stock; • Actively support the Visitor Information Centre day to day operations including famil participation, shift and weekend work; • Receive and balance financial transactions as required and in accordance with Council procedures; • Assist in the implementation of the Katherine Town Council's Local Counter Disaster Sub-Plan in the event of a disaster; • Other responsibilities as shall be reasonably associated with or incidental to the above responsibilities or as shall, in the course of the employment, be agreed between the parties as being or forming part of the duties.

LEVEL OF RESPONSIBILITY

- Completion of basic tasks involving the utilisation of a range of basic skills under established practices and procedures. Work is monitored under supervision either individually or in a team environment.
- Judgement is limited to the tasks to be performed and may involve the use of a limited range of tools, techniques and methods within a specified range of work. An employee may resolve minor problems that relate to immediate work tasks.
- Job specific knowledge and skill are obtained on-the-job training and workplace based induction training.
- Require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.

SELECTION CRITERIA

- Good interpersonal and communication skills with the ability to relate to a wide variety of client groups.
- Average keyboard skills.
- Good literacy and numeracy skills.
- Ability to work cooperatively as a team as well as unsupervised.
- Basic knowledge of the principles of customer service.

ESSENTIAL:

- A current Northern Territory driver's C class licence

DESIRABLE:

- Relevant Certificate qualification.
- Knowledge of tourism and/or service industry in a similar local government or commercial environment.

ORGANISATIONAL RELATIONSHIP

The position's reporting and team membership is in accordance with the Council's organisations chart.

DELEGATION

Delegations are in accordance with the latest *Instrument of Delegation of Powers and Functions*

PERFORMANCE STANDARD

The extent to which the stated key responsibilities are achieved in both the position description and personal performance work plan.

PREPARED BY
DATE ISSUED
SUPERVISOR
APPROVED BY

Chief Executive Officer
October 2017
Chief Executive Officer
Chief Executive Officer