

Position Description

Visitor Information Centre Assistant

Directorate	Office of General Manager
Location	4-6 Shire Street West Wyalong
Classification/Grade/Band	Grade 5
Position Code	1304 - Part Time
Date Position Description approved	January 2020

Council overview

The Shire's major centre of West Wyalong is centrally located on the junction of the Newell and Mid Western Highways and within a 160 kilometre radius of Wagga Wagga, Griffith, Forbes, Parkes and Cowra and within 300 kilometres of Canberra – providing an authentic rural lifestyle with the conveniences of the city well within reach.

The Bland Shire has a rich history and a vibrant future. Today the Shire is a blossoming rural economy built around sheep, cattle, wheat and other crop varieties while in more recent times the Shire has also experienced significant developments away from agriculture. Evolution Mining operates a gold mine at Lake Cowal while Pace Farm has the biggest egg producing facility in the southern hemisphere.

Council values

- Put the Community First,
- Work together as a committed team,
- Respect and value each other,
- Have open and honest two-way communication,
- Act with integrity and honesty,
- Continuously improve our service,
- Keep ourselves and other safe.

Primary purpose of the position

Provide the front-line response to all visitor enquiries and where applicable service their needs via direct action

Key accountabilities

Within the area of responsibility, this role is required to:

- Assist in the promotion and maintenance of Council's Visitor Information services, resources for the Visitor Information Centre, ensuring effective and efficient marketing of Bland Shire as a desirable destination
- Assist in the promotion of the visitor attractions in the council area.
- Support council's staff in tourism matters.
- Contribute to the continuous improvement of the centre and processes.
- Compile relevant statistics
- Research local and regional tourism events and opportunities.
- Provide professional customer service, including telephone and counter enquiries
- Assist in ordering, supplying and merchandising brochures and souvenirs
- Carry out other duties that are within the limits of the employee's skill, competence and training.

WHS:

- Read and comply with all WHS policies and procedures in relation to your WHS roles and responsibilities
- Immediately report all hazards and incidents, following the appropriate processes
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Not attempt any task unless you are capable and competent to carry out the task.
- Participate in rehabilitation and return to work programs if required
- Comply with Corporate record keeping requirements.

Key challenges

- Identifying and resolving arising issues and providing responses in a timely manner to maintain positive and cooperative Service relationships.
- Dealing with issues in a manner that maintains respect, confidentiality and discretion.
- Balancing unexpected situations, competing service demands and the provision of a responsive service with the need to adhere to legislative and regulatory requirements

Key internal relationships

Who	Why
Team Members	Negotiate task priorities Ensure safety and quality standards are met
Tourism and Administration Officer	Liaise to clarify tasks and priorities Manage and escalate issues as appropriate

Key external relationships

Who	Why
Community	Maintain a friendly, professional and positive council presence Ensure public safety at all times

Reports to

Tourism and Administration Officer

Essential requirements

Criteria

Criteria 1:

Certificate in Tourism, Customer Service or experience in related area.

Current Class "C" Driver Licence

Criteria 2:

Manage Self: Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning

Community and Customer Focus: Commit to delivering customer and community focused service in line with strategic objectives

Deliver Results: Achieve results through efficient use of resources and a commitment to quality outcomes

Technology and Information: Use technology and information to maximise efficiency and effectiveness

Criteria 3:

Sound understanding of and commitment to EEO and WHS principles and practices.

Key Physical Requirements *(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)*

Constant sitting





Occasional stooping/ bending/ squatting.

Occasional lifting/ carrying <10kg.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness