



Casual Customer Experience Officer

Position Description

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|-------------------------|------------------------------|
| Incumbent: | VACANT |
| Position Number: | 8011 |
| Directorate: | Governance |
| Team: | Tourism |
| Position Status: | Casual |
| Classification: | QLGIA (Stream A) Level 2 |
| Current Level: | |
| Reports to: | Executive Officer of Tourism |
| Accountable for: | Nil |
| Location: | Longreach |
| Revised: | January 2022 |

Our Vision

The communities of the Longreach Region, with their individual identities and a proud heritage, will be characterised by their cohesive and inclusive nature, making the region a location of choice for business investment and outback living.

Reaching a population of 5,500 by 2027, the Longreach Region will be characterised by strong communities and a vibrant economy driven by skills and innovation in a diversity of traditional and new industries.

Our Mission

Council's Mission is to deliver decisive leadership in making locally-responsive, informed and responsible decisions, providing the highest-quality services and facilities to all communities of the Longreach Region.

Our Eight Core Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking



Position Objective

The primary role of this position is to provide a high standard of friendly, efficient and accurate information and customer service to visitors and locals within the Visitor Information Centre (VIC) and to assist in promoting tourism in the region. This position will also be responsible for relieving at the Powerhouse Museum and Wellshot Centre, Ilfracombe.

Position Responsibilities

- Provide quality customer service to visitors and local people in a courteous and professional manner, through a variety of methods including face-to-face, email and telephone.
- Liaise as required with staff from other departments to gain information and to resolve customer issues.
- Review and consider customer service trends and assist with proactive strategies to ensure best practice customer service.
- Ensure current promotional information is maintained and distributed accordingly.
- Ensure that the VIC is maintained and presented in a way that meets the expected standard of Council.
- Maintain tourist statistics and report on as required.
- Promote tourism of the region and identify the tourism needs of visitors to the Longreach region area and communicate the needs to your accountable supervisor.
- Support the Visitor Information Centre to achieve the relevant accreditation requirements.
- Establish networks, develop relationships and liaise with relevant groups, departments and Individuals through the Customer service role at the Visitor Information Centre.
- Process and receipt all merchandise sales and reconcile on a daily basis.
- Assist with document mail outs including emails, over the counter enquiries etc.
- Assist with town related event duties as required.
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by your accountable supervisor or the Chief Executive Officer.

Position Requirements

Skills

- High level customer service and communication skills (written and verbal).
- Developed public relation skills.
- Strong time management, organisation and planning with an ability to prioritise and manage own time and meet critical timeframes.
- Sound computer skills and experience in the use of Microsoft software packages.

Knowledge

- A thorough understanding of how to maintain a safe working environment.
- Demonstrated knowledge of customer service principles.
- Demonstrated understanding of museum and tourism operations.
- Demonstrated knowledge of regional tourism attractions, accommodation and local history.
- Sound skills and knowledge in multiple software applications including Windows based software and relevant modules of Synergy Soft highly regarded.

Mandatory Experience/Qualifications

- Experience in customer service, specifically in the tourism field.
- Possession of a "C" class licence is essential.

Desirable Experience/Qualifications

- Certificate III in Tourism or recognised industry equivalent experience.
- First Aid Certificate.

Delegations and Authorisations

Nil.

Physical Requirements

Physical Demand Category

- Sedentary Work
- Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Heavy Work – Frequent lifting/carrying of objects weighing up to 25kgs.

Audio-Visual Demands

- Depth Perception Colour Discrimination Peripheral Vision Hearing

Specific Actions Required

This job may include:

Standing/Walking

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Sitting

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Driving

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Work Environment

| Attribute | Yes | No |
|---------------|--------------------------|-------------------------------------|
| Chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Dampness | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heights | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Noise | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Repetitive Motions

- Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require

| Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|-------------------------------------|--------------------------|
| Bending | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and **LRC- SMS (Longreach Regional Council's - Safety Management System)** incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees.

Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the **Health and safety duties and Duty of Care** requirements as specified within the *Work Health and Safety Act 2011 Part 2*.
3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
7. Adhere to the **LRC-SMS** by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
8. Performing all work and associated functions in a safe, efficient and effective manner;
9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;
12. To report hazards and risks in accordance with WH&S procedures;
13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
16. Report any concerns for WH&S to your Supervisor.



Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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| Authorised By: | Dirk Dowling, Chief Executive Officer |
| Signature: | |
| Date: | |
| Present Incumbent: | VACANT |
| Signature: | |
| Date: | |