



POSITION DESCRIPTION

POSITION TITLE	Visitor Information Officer
DIRECTORATE - SECTION	Community Services – Economic & Cultural Services
LEVEL - EBA	3 - Salaried
RESPONSIBLE TO	Team Leader Tourism & Economic Development

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

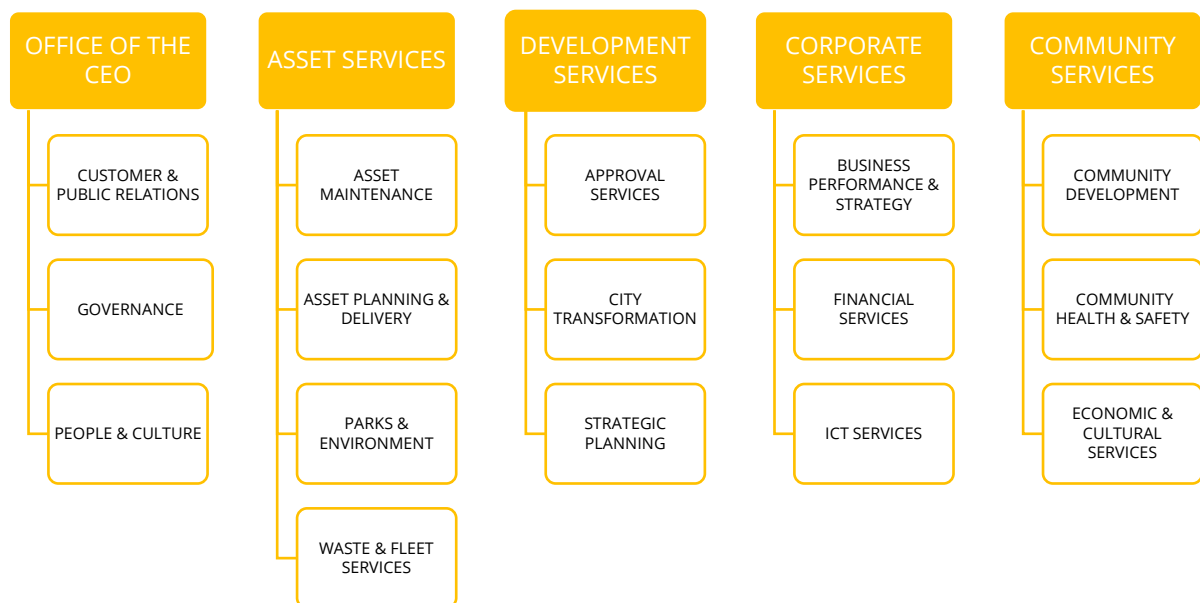
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To provide a high level of customer service to the public by performing clerical duties efficiently, promoting effective Zig Zag Cultural Centre services through positive communication and responding to customer needs.

KEY RESULT AREAS

EXECUTIVE SUPPORT

Manager Economic & Cultural Services, through the Team Leader Tourism & Economic Development, is fully and accurately informed and supported to ensure the best possible strategic and operational decisions are made; and initiatives and programs implemented in relation to the development and delivery of the Zig Zag Cultural Centre.

CUSTOMER SERVICE

Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.

CASH HANDLING

Maintain a high standard of cash handling by ensuring accurate receipting of monies, end of shift/day process, banking procedures and reporting of income.

CULTURAL CENTRE SERVICES

Assist the Team Leader Tourism & Economic Development to maintain a high level of usage of the Zig Zag Cultural Centre by ensuring procedures and processes for the functions of the Centre are strictly followed.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

SELECTION CRITERIA

1. Previous experience in retail sales, customer service, tourism or public relations.
2. Ability to work in a small team.
3. Demonstrated experience in handling a variety of administrative office tasks including cash handling.
4. Working knowledge of tourism venues and accommodation within the locality and region.
5. Sound verbal and written communication skills.

6. Sound interpersonal and customer service skills.
7. Good organisation and time management skills.
8. Computer literacy and ability to use Microsoft Word, Excel and Outlook.
9. Experience in the use of a point-of-sale system.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager Economic & Cultural Services
DATE PD REVIEWED/APPROVED: 8 April 2025
