

# Position Description



Position Title	Tourism Consultant
Department	Economic Development
Reports to	Coordinator Tourism and Events
Grade	4
Date reviewed	August 2017

## Primary Purpose

To assist Coordinator Tourism and Events in the provision of services to the community and visitors to the community including, but not limited to, the delivery of information on the local and surrounding area/s, merchandise sales and other projects as they arise.

The incumbent will contribute to Council's vision: "A Trusted Community Partner" and promote the values which support this: Solutionary, Together, Accountable, Innovative, Caring, using these to guide decisions, actions and conduct.




## Key Accountabilities

- To provide a professional, courteous and efficient service including the provision of information to visitors either face to face, online or via the telephone, sale of merchandise, TrainLink ticketing (Bombala Centre) and other duties associated with the operation of the Centre/s as directed by the supervisor,
- Liaise, as required, with surrounding Visitor Information Centres,
- Liaise, as required, with local and surrounding tourism businesses and attractions,
- Liaise with coach operators including sending out of regular updates regarding tours on offer,
- Work as part of a small team focused on delivering high quality customer service,
- Work with the community on identified community development projects and programs,
- Undertake work in a safe and efficient manner, maintaining currency in relative training such as Work, Health and Safety,
- Conform to legislative requirements and apply Council Policy to activities undertaken,
- Provide general administrative support for the Economic Development and Tourism team as required from time to time.
- Promote information sharing and knowledge transfer to drive evidence-based decision-making, enhance capability and optimise capacity
- Contribute to the performance of Council: demonstrate professional conduct, make the best use of knowledge, experience and skills and be accountable for own decisions and actions

- Contribute to a safe workplace: comply with legislative and organisational requirements and be accountable for own decisions and actions

The employee is required to undertake any other duties, projects or tasks as directed by the Coordinator Tourism and Events which are within his/her skills, competence and training.

## Position Capabilities

Capability Group	Capability Description	Level
 Personal Attributes	Be accountable for investing in own growth, acting with integrity and displaying resilience.	Intermediate
 Relationships	Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community.	Foundational
 Results	Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes.	Foundational
 Resources	Be efficient, effective and compliant in the management and use of assets, finance and contracts.	Foundational

## Essential Criteria

1. Demonstrated ability to communicate effectively with the public, volunteers and other persons, as required,
2. The ability to work both unsupervised and as an active member of a team,
3. Experience in cash handling and balancing the same against receipts,
4. Familiarity with desktop applications such as Microsoft Office Suite ; and
5. Demonstrated ability to identify from current stocks on hand and anticipated usage patterns, items for which further stores need to be ordered.
6. Current Class C drivers licence.

## Desirable Criteria

1. First Aid Certificate,
2. The ability to organise business, social and/or civic functions,
3. The ability to present and layout information.

The position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct, including but not limited to, the contract of employment, Code of Conduct, delegations of authority, legislation, regulation, policy, procedure, process, standards and plans.

I have read and understand the above requirements and accountabilities of this position.

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Name (please print)

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Signature

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Date