

## Visitor Information Officer - Position Description

<b>Position Title:</b> Visitor Information Officer	<b>Unit:</b> Marketing	<b>Date:</b> February 2011	
<b>Reports To:</b> Events and Visitor Experience Coordinator	<b>Direct Reports:</b> Nil	<b>Position Status:</b> Seasonal	<b>Band:</b> 3

### Primary Objective

This position is a customer service role providing visitor information services to guests of Falls Creek. This position deals with a variety of customer and stakeholder queries and provision of resort services, including resort entry and gym membership from the Falls Creek Visitor Information Centre..

### Organisational Environment

The resort is set at altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park. Falls Creek Resort Management (FCRM) is accountable for the development, promotion, management, and use of the resort's 1,535 hectares. The FCRM Board is appointed by Victoria's Minister for the Environment and operates under the Alpine Resorts (Management) Act. This Act sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.

The Visitor Information and Administration Officer's position supports the FCRM Team providing administrative services and supports visitors and stakeholders in their interactions with the organisation

### Organisation Vision Statement

To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape

### Organisational Values

<b>Safety First</b>	Our concern for safety, health and the environment is paramount.
<b>Teamwork</b>	Our own individual success comes from our contribution to team efforts and commitment to team goals.
<b>Respect for people</b>	We have mutual understanding and respect for each other as team mates and also for our guests.
<b>Integrity</b>	We are consistent, trustworthy and transparent in the way we do business.
<b>Vibrancy</b>	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work.
<b>Environmentally aware</b>	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.

### Key Working Relationships

**Internally** – all FCRM employees, Board and Committee members

**Externally** –Stakeholders, visitors, ,

**(insert title) - Position Description**

<b>Major Accountabilities:</b>	<b>Performance Criteria:</b>
Provide a high level of customer service at all times with direct contact, telephone and email enquiries and concerns.	Customer feedback
Provide effective day to day operations of FCRM visitor information Centre.	Customer focused service delivery
Perform accurate cash handling and daily receipt reconciliation tasks.	Compliance with procedures. Minimal errors.
Implementation of FCRM's resort entry policy, including issuing of resort entry permits.	Compliance with established procedures
Ensure the Visitor Information Centre is presented in a professional manner and adequate supply of well displayed and relevant brochures and information resources	Customer feedback. Well presented service.
Assist with administrative tasks as delegated which may include data entry and survey reports..Input of key statistics and producing statistical reports.	Compliance with policy.
Appropriately deal with challenging customer service situations to ensure effective outcomes	Professional customer focused service delivered
Report any significant matters arising in the course of duties to the supervisor	Communication mechanisms are utilised and any significant matters are reported
Implement and facilitate the achievement of outcomes in accordance with Falls Creek Resort Management practices including financial/human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity	Outcomes achieved compliantly

## Guest Services Officer Position Description

### Key Challenges

Major challenges include:

- Delivering customer focused services;
- Managing customer expectations;
- Managing varied and conflicting demands to meet agreed standards and timelines;
- Assisting to deliver high quality outcomes;
- Providing accurate, complete and timely information;
- Establishing effective, professional working relationships with high standards of customer service

### Position Dimensions

Budget responsibilities: Nil

Direct/indirect reports: Nil

### Decision Making

This position will receive routine direction from the Events and Visitor Experience Coordinator and will also be required to undertake independent work with some self direction and motivation depending on the incumbent's experience and the tasks involved.

The incumbent:

- Makes sound judgements on routine issues, often without referral to a higher authority
- Identifies, within the context of the position, those emerging issues and events in need of organisation and attention and initiates appropriate action.
- Exercises discretion with regard to visitors, callers and requests for information.
- Prioritises competing workloads when working under pressure.
- Determines relevant procedures and documentation relevant to Visitor Information operations.

Decisions and recommendations are constrained by FCRM policy and practice, the impact of decisions on customers and the directions set by the business plan.

The position will clarify and resolve problems using established procedures defined through organisational requirements. Problem resolution is structured by management systems, referral to supervisors, information technology standards, legislation, and equipment. More complex problems will be referred onwards.

### Qualifications, Skills, Knowledge and Experience

- Experience in a similar role or related position.
- Ability to exercise sound judgement and tact;
- Ability to undertake a range of customer service and administration responsibilities;
- Knowledge of word processing and Microsoft Office products, email, spreadsheet and desirably a knowledge of EFTPOS transaction procedures;
- Outstanding interpersonal, oral and written communication skills, pleasant public personality and the ability to calmly deal with competing priorities and challenging customer service situations;
- Experience in cash handling and balancing of sales;
  
- Knowledge of Falls Creek Alpine Resort an advantage

#### Verification:

We certify that the content of this position description is accurate:

Position Holder: \_\_\_\_\_ /        /

Manager/Supervisor: \_\_\_\_\_ /        /