

# POSITION DESCRIPTION



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## 1. POSITION DETAILS

**Position Title:** Visitor Service Officer  
**Division:** City Engagement  
**Unit:** Customer Service

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## 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

Visitor Services Coordinator

**Titles of Positions which report to are:**

Volunteers

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## 3. PRIMARY PURPOSE OF POSITION

Visitor Service Officers the 'face' of the City of Sydney are located at various locations including the City's Visitor Services Kiosks, Customs House, Town Hall House and Cruise Terminals.

Visitor Service Officers are responsible for the provision of high quality service for visitors to the City; services include responding to enquiries, provision of information, wayfinding and maps / brochures.

Visitor Service Officers provide a range of administrative support services to enable the efficient functioning of the City's Visitors Services

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## 4. POSITION OBJECTIVES

The major objectives to be achieved by the Visitor Services Officer are;

- Provide high quality customer service together with a courteous and professional manner when greeting and assisting visitors
- Identify opportunities to provide information to meet the needs and expectations of different visitors to Sydney and New South Wales in a welcoming manner
- Contribute to the positive image of Council through the effective use of strong communication skills, conflict resolution skills, flexibility of

interpersonal styles, and by ensuring a high standard of personal presentation is maintained at all times

- Contribute positively to overall quality and consistency of service delivery across all the Visitor Information Kiosks by working as a team member, working between Kiosks as directed, and communicating effectively with customers, team members and with other Council business units.
- Develop and maintain a comprehensive understanding of services, events, activities and facilities in order to provide timely and accurate advice and assistance to visitors.
- Keep up to date with legislation and relevant policies and procedures and administrative systems across Council.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

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## 5. POSITION ACCOUNTABILITIES

- Identify opportunities to help visitors who require advice or assistance and ensuring the service meets their needs
- Ensure that all customers are welcomed in a courteous and helpful manner which is fair and respectful,
- Use personal initiative and add-value when responding to customer requests by informing customers of other related or applicable services and experiences
- Provide regular feedback to supervisors/managers and to the Manager Customer Service to continually improve customer service and the efficiency and effectiveness of work practices.
- Maintain brochure displays ensuring information is current and available
- Meet roster requirements with rotating shifts across operating hours
- Keep up to date with events, procedures and information and maintain knowledge of the Visitor Information Centre operations manual and use as a source of reference for daily operational and informational activities
- Provide accurate reporting through the collection and compilation of visitor related data

- Work effectively as a member of the Customer Service team to solve customer service problems and ensure consistent and quality service across all Visitor Information Kiosks
- Rotate, relocate or transfer between Visitor Information Service areas as directed or required in order to contribute to the quality and consistency of service delivery, organisational requirements and/or team building.
- Contribute to the positive image of Council by using effective public relations, wearing a uniform and maintaining a high standard of personal presentation and demonstrating personal integrity, honesty and respect for customers at all times.
- Work co-operatively and flexibly as a team member to provide adequate customer service at all times and at all Centres, particularly during peak periods of demand.
- Respond without bias or discrimination to the special needs of customers from diverse backgrounds in accordance with EEO legislation
- Participate in team meetings, briefings and in training and development opportunities to improve knowledge, customer service teamwork and interpersonal and cross cultural awareness.
- Keep abreast of changes to legislation, Council policies, procedures, events and activities, and changes to Business Unit services, in order to provide timely and accurate information and assistance to customers.
- Undertake other duties as requested or required.  
Ensure all customers are welcomed and treated in a courteous and helpful manner and attitude in accordance with our service standards;

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## 6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS).  
Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
  - Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
  - Cooperating and complying with safe work method statements, policies and procedures and participating in their development
  - Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
  - Attending WHS training
  - Complying with the requirements of the City's Return to Work program
- A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix

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## 8. AUTHORITY TO ACT

- Visitor Service Officers action customer requests and transactions by researching and obtaining information through knowledge and information systems, as a means of providing consistent, accurate and valid service and responses to customers
- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

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## 9. SELECTION CRITERIA

### Essential Criteria

- Sound geographical knowledge of New South Wales, travel and tourism products and destinations.
- Demonstrated experience in a customer facing environment;
- Service focused attitude, focused on delivering great customer experience, with exceptional interpersonal skills;
- A good knowledge of and commitment to the principles of customer service.
- Skills in conflict resolution and ability to deal with difficult customers.
- Ability to work co-operatively as part of a team and independently without close supervision.
- Ability to fulfill the administrative responsibilities of the position
- Computer Literacy Skills and knowledge of Microsoft programs
- Knowledge and understanding of the services provided by Local Government.
- A willingness to work a 7 day roster across the operational hours of the Visitor Services
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.

### Desirable Criteria

- Fluency in a second language