



**CITY OF ALBANY
POSITION INFORMATION
VISITOR EXPERIENCE OFFICER**

POSITION: Visitor Experience Officer
LOCATION: Community Services / Albany Heritage Park Team / Albany Heritage Park Albany WA
DATE: July 2024

Should the City receive a number of suitable applicants for this role a talent pool may be created for use for future ongoing and temporary roles. This pool is valid for a period of up to 12 months.

CONDITIONS OF EMPLOYMENT:

Agreement: City of Albany Industrial Agreement 2023
Status: Permanent, Part-time Employment
Salary: Level 3.1 to 3.4 (\$66,982.74 to \$71,156.27 per annum, pro rata) dependent on skills, knowledge and experience
Ordinary Hours: From 60 to 89 hours per 4 weekly cycle to be worked Monday to Sunday between the hours of 8.30am and 5.00pm
Annual Leave: 4 weeks paid annual leave each year (pro rata)
17.5% leave loading
Long Service Leave: Available after 7 years of service in accordance with the Regulations.
Other Leave: The Officer is entitled to:
a) Personal leave;
b) Compassionate leave; and
c) Parental leave
Superannuation: The City will contribute superannuation payments to a fund/s meeting an amount equal to the Superannuation Guarantee as per the Superannuation Guarantee (Administration) Act 1992 and the Superannuation Guarantee Charge Act 1992.
Probationary Period: 3 months
Medical: Appointment is subject to a pre-employment medical exam
Federal Police Clearance: Appointment is subject to a satisfactory federal police clearance

For further enquiries, please contact Tanja Colby, Team Leader – NAC Operations on (08) 6820 3508.



**CITY OF ALBANY
HOW TO APPLY
VISITOR EXPERIENCE OFFICER**

APPLY ONLINE FOR THIS VACANCY AT www.albany.wa.gov.au

Within your application, please provide a **covering letter** of no more than two pages and an up-to-date **resume** telling us about your previous experience in similar roles.

To be considered for interview - your cover letter must clearly address how you meet the key points outlined below.

Your cover letter must also cover the following information:

- Availability to work every Friday and Saturday.
- Interpersonal skills;
- Strong customer service focus and commitment;
- Experience with cash handling and POS;
- Confident and experienced in the use of computers and other technology;
- Knowledge of Albany and its attractions; and
- Previous experience in a tourism based or retail customer service role.