



CITY OF ALBANY POSITION INFORMATION VISITOR EXPERIENCE OFFICER

POSITION: Visitor Experience Officer

LOCATION: Community Services / Albany Heritage Park Team / Albany
Heritage Park Albany WA 6330

DATE: August 2025

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: Two permanent part-time positions available (0.61 & 0.39 FTE).

Salary: Level 3.1 – 3.4 (\$69,662.07 - \$74,002.53 pro rata) dependent on experience, skills and knowledge.

Level 4.1 (\$76,393.14 pro rata) will apply when undertaking Duty Manager shifts.

Ordinary Hours: Two positions available; 46.5 hrs/fortnight & 30 hrs/fortnight. Hours are 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 or Tanja.Colby@amazingalbany.com.au.***



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:

- Proven customer service and communication skills, with experience engaging with diverse members of the public in a professional setting.
- Good knowledge of Albany and its attractions, or a demonstrated ability to quickly acquire and apply local tourism knowledge.
- Administrative experience including (but not limited to) strong computer skills, payment processing, record keeping and telephone operations.
- Availability for weekend work.
- Your preferred hours, between the 30 and 46.5 hours per fortnight roles.
- Any previous experience in supervising staff.