



## CITY OF ALBANY POSITION DESCRIPTION CUSTOMER SERVICE OFFICER – ALBANY VISITOR CENTRE

### 1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance. We will commit to a culture of continuous improvement.
- **Accountable:** for our actions - This means we will be transparent in our decision making. We will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

### 2. POSITION IDENTIFICATION

<b>TITLE:</b> Customer Service Officer – Albany Visitor Centre	<pre>graph TD; A[Executive Director Corporate and Commercial Services] --&gt; B[Albany Visitor Centre Coordinator]; B --&gt; C[Customer Service Officer – Albany Visitor Centre];</pre>
<b>LEVEL:</b> Level 3, City of Albany Industrial Agreement 2023	
<b>DIRECTORATE:</b> Corporate and Commercial Services	
<b>REPORTS TO:</b> Albany Visitor Centre Coordinator <b>RESPONSIBLE FOR:</b> Nil	

### 3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to:

- provide an outstanding customer service experience for visitors to Albany.
- provide an information, tour and accommodation booking service.
- undertake relevant administrative duties and basic marketing associated with providing a booking and information service to visitors and perform daily open/close procedures for the AVC.

#### **4. KEY RESPONSIBILITIES**

##### **General/Administrative**

- Undertake relevant administrative duties and basic marketing associated with providing a booking and information service to visitors and perform daily open/close procedures for the AVC.
- Keep up to date with relevant local and regional issues that may be of interest to visitors.
- Promote best practice and quality improvement programmes and activities within the team.

##### **Interpersonal Skills/Customer Service**

- To provide an information/promotion, tour and accommodation booking service. For example, provide visitor information and tour/accommodation bookings; actively promote Albany and the Great Southern Region; advise on the content of local products, businesses, tourist attractions and their brochures. Also provide customer service to accommodation operators.

##### **Work Health and Safety**

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

#### **5. REQUIREMENTS OF THE JOB**

##### **Skills**

- Demonstrates excellent interpersonal skills and builds productive relationships with people at all levels within and outside the team.
- Relates very well with others, listens, understands and adapts to different audiences.
- Strong customer service focus and commitment.
- Well-developed written and verbal communication skills.
- Well-developed public relations skills.
- Well-developed time management and organisation skills.
- Well-developed computer skills including the use of Microsoft Word, Excel and Outlook, and modern booking systems.
- Enjoys helping people and willingness to do what it takes to get the job done.
- Well-developed administration skills and strong follow through.
- This position will involve some weekend work.

##### **Knowledge**

- Detailed knowledge of Albany and its attractions.

##### **Experience and Qualifications**

- Previous experience in a similar position involving a high level of exposure to the general public and using telephone, computer and administration systems.
- 'C' Class Driver's Licence

**6. CERTIFICATION**

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
*(Please print)*

DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
*(Manager or above) (Please print)*

DATE: \_\_\_\_\_