



CITY OF ALBANY POSITION DESCRIPTION VISITOR EXPERIENCE OFFICER ALBANY HERITAGE PARK

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.
- **Accountable:** for our actions - This means 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. We will commit to a culture of continuous improvement.
- **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 transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Visitor Experience Officer	<pre>graph TD; MF[Manager Facilities] --> TLO[Team Leader – NAC Operations]; TLO --> VEO[Visitor Experience Officer];</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023.	
DIRECTORATE: Community Services	
REPORTS TO: Team Leader – NAC Operations RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The Visitor Experience Officer is the first point of contact for visitors to the Albany Heritage Park (AHP), which includes the National Anzac Centre (NAC), the Princess Royal Fortress (PRF), and the Forts Store. Working in both the NAC and the Forts Store, and supporting the wider team, the objectives of the position are to:

- Provide an outstanding customer service experience for visitors and customers.

- Prepare the NAC or store for daily visitation and operation, including opening and closing procedures.
- Perform ticket and retail sales activities.
- Provide general tourism information for visitors to Albany.
- Undertake relevant administrative duties.
- Support the Team Leader by undertaking Duty Manager shifts as required.

4. KEY RESPONSIBILITIES

General Duties

- Process transactions and sales using an electronic point-of-sale system, involving cash handling and electronic payment processing.
- Reconcile daily receipts and complete administrative activities (including record keeping) related to financial transactions;
- Maintain the cleanliness and presentation of the workspace and all elements within.
- Perform customer service tasks including providing visitor information, receiving customer feedback, promoting the wider site, and actively promoting Albany and the Great Southern region.
- Support the wider functions of the site by undertaking minor activities, including but not limited to, signing in/out contractors, issuing keys, and providing general supportive assistance to the Duty Manager and Team Leader as needed.
- If working in the Forts Store, undertake retail activities including but not limited to selling merchandise and tickets, stocking shelves, maintaining merchandising displays, providing customer assistance, maintaining product knowledge, hitting sales goals, performing inventory checks, and receiving and unboxing merchandise.
- Undertake Duty Manager responsibilities as required, including overseeing the site's daily operations, supporting staff and volunteers, responding to incidents or escalated visitor issues, and ensuring the smooth delivery of services across the Albany Heritage Park as required.

Interpersonal Skills/Customer Service

- Keep up to date with relevant local and regional issues that may be of interest to visitors.
- Assist with enquiries from customers and provide or arrange for the provision of the appropriate information or redirect customers to resolve their requirements in a friendly and timely manner.
- Positively interact with customers to assist sales and raise customer satisfaction.
- Foster, advocate and implement the City of Albany's customer service commitment and practices.

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 WHS 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.

- Strong customer service focus and commitment.
- Well-developed sales skills with the ability to use cash and credit card payment processes and point of sale operation.
- Ability to supervise front line staff and volunteers.
- Well-developed verbal communication skills with the confidence to speak to a variety of people with different backgrounds.
- Well-developed time management and organisational skills.

Knowledge

- Knowledge and / or interest in military history and / or heritage tourism (desirable)
- Knowledge of Albany and its attractions.

Experience and Qualifications

- Previous experience in a similar position involving a high level of exposure to the public.
- Strong administrative and computer skills.
- Experience in presenting to small groups (desirable).
- Previous experience supervising and directing staff (desirable).
- This position will involve weekend work.
- National Criminal History Check
- '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: _____