

Travel Advisor

Role purpose

To promote and encourage tourism yield and visitor dispersal through the provision of quality tourism information and booking services whilst contributing to revenue for the Tasmanian Travel and Information Centre (TTIC).

Role overview

EA & Classification	Tasmanian Travel and Information Centre Enterprise Agreement 2009
Position Number	9742
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Nil
Budget level	Nil
Network, Group, & Team	Community and Economic Development Network, City Welcome Group, Tasmanian Travel and Information Centre Team
Immediate Manager	Tasmanian Travel and Information Centre Manager (9783)



Role accountabilities Key result areas



Group

- Enquire and understand the information and booking needs of visitors across online and in person channels in order to provide an excellent sales service and achieve high levels of customer satisfaction.
- Work on travel sales inquiries, conversion and related KPIs as required by the TTIC.
- Provide well informed, Tasmanian tourism information and actively seek opportunities to promote and sell tourism and retail products to the customer, meeting or exceeding any performance indicators set by the City.
- Make reservations and issue relevant travel documentation, and process financial transactions including cash handling and credit card transactions.
- Help achieve team goals through efficient time management and a collaborative, cooperative approach to working with other team members.
- Ensure personal presentation in the workplace is consistent with TTIC standards and reflects a professional customer service environment.
- Complete daily tasks as required by the Tasmanian Travel and Information Centre Manager (9783).
- Other tasks and duties that are within the scope of the employee's knowledge, skill, competence and training.

Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.
- Some physical tasks related to the key deliverables of the role may be required.
- Ability to work in an environment that requires prolonged standing.
- Some out-of-hours work including weekends is a requirement of this role.

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- **NOTE:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

Selection criteria

Essential

1. Completion of Year 12 or Certificate III qualification in a relevant field, coupled with demonstrated knowledge and/or experience of customer service and sales, and Tasmanian tourism products.
2. Current Driver Licence.
3. Registration to Work with Vulnerable People.
4. Experience with Microsoft Office programs including Outlook, Word, Excel and some experience with, or the ability to rapidly acquire knowledge of reservation systems.
5. Attention to detail and experience in handling cash and credit card transactions.
6. The ability to talk to and provide an outstanding service to people from diverse backgrounds and to handle interactions in a friendly and professional way, including during very busy times.
7. Ability to work in a team and in collaborative environment.
8. Proactive, enthusiastic attitude and commitment to helping people with their travel plans by identifying needs and offering solutions and supporting the Tasmanian economy through bookings and sales.
9. Ability to self-reflect and demonstrate organisational value and behavioural standards.

Pre-employment checks

1. National Police check.
2. Pre-employment Medical Assessment – Low Risk.
3. Current Registration to Work with Vulnerable People.

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

Our Values



People

We care about people – our community, customers and colleagues.



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.

