



SHIRE OF ASHBURTON

Position Description

Visitor Centre Officer

Directorate	Development & Regulatory Services
Department	Business & Economic Development
Job Family	Officer
Reports To	Visitor Centre Coordinator
Direct Reports	N/A
Location	Tom Price
Industrial Instrument	<i>Shire of Ashburton Industrial Agreement 2026</i>
Classification	Level 2

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect Openness Teamwork Leadership Excellence Health & Wellbeing

About the Role

Role Objective / Purpose

Support operations of the Visitor Centre, primarily address frontline enquiries of visitors, and to be the frontline face of the Shire's Visitor Centre users.

Key Role Outcomes

In an operational capacity, ensure high quality, effective and timely Visitor Centre services for the Shire, which includes, among other things:

- Address visitor queries;
- Sales transactions;
- Assist with booking of accommodation and various relevant tourism services for visitors;
- Promote community businesses, services and community events; and
- Other duties as assigned.

Workplace Safety and Diversity, Access and Inclusion is a shared responsibility of all staff.



Work Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes, and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Fundamental: Applies Job Safety Analysis, Safe Work Method Statements and other safety procedures to own work and immediate work area. Maintains a safe workplace and actively participates in hazard identification and reporting. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal legislation.
Accountability	Intermediate: Works under general supervision up to limited supervision. Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks. Receives general direction and selective checking of work.
Judgement and Decision Making	Intermediate: Work process and procedures generally routine, with exercise of some discretion. Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for complex or intricate problems in own work area and external matters. May make decisions on use of resources which may impact outside the work area or on clients. Applies knowledge from a wide range of rules.
Time Management	Intermediate: Able to manage own workload and prioritise within usual work patterns

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Customer Service	Proficient: Effectively communicate with and influence clients and members of the public in the resolution of various matters within area of specialisation or expertise. The employee will reflect and always demonstrate the code of conduct of the organisation, its values and work with the highest level of integrity.
Financial Management	Fundamental: Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.
Leadership	Fundamental: Extent of leadership is setting a positive example through ones' own actions to influence peers and supervisors.
Role Specific Competencies These are the specific competencies required of the role.	
Competency	Required Level
Problem Solving	Intermediate: Solve diverse problems which require assessment of a range of options having elements of complexity resolved using developed or learned skills and knowledge, acting at all times in accordance with management directives, policies of Council and legislative requirements.
Policy or Legislative Interpretation	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.
Conflict Resolution	Advanced: Able to resolve a predictable range of conflict of opinions where resolution is not immediate and negotiation skills are required.
Communications Skills	Intermediate: Business level written, and verbal language skills expected for most roles where a major portion of the communication is written. This includes ability to use standard office programs, including formatting, spellcheck and use appropriate grammar. Able to resolve minor matters.
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.



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Licenses, Registrations, Memberships or Qualifications Required of Role

- N/A

Experience, Skills, Knowledge Required of Role

- Previous experience in customer service role and strong communication skills;
- Desirable – knowledge of Microsoft Suite; and
- Desirable – knowledge of local area and community.

Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.