

Destination Experience Officer – Casual

Location: Gloucester NSW

Looking for more than just your next job?
Join a team that's helping shape the future of the MidCoast while enjoying the perfect balance of meaningful work and an exceptional lifestyle on the Barrington Coast. Here, your contribution matters - to your community, your team, and your own future.

The Opportunity

Are you passionate about tourism, customer service and showcasing the MidCoast?

MidCoast Council is seeking a casual Destination Experience Officer to support visitors across the Barrington Coast. You'll provide helpful, engaging information through Visitor Information Centres, mobile pop-up locations and other visitor service channels.

This role would suit someone who enjoys meeting people, has a strong knowledge of the MidCoast region and takes pride in creating positive visitor experiences.

The service operates seven days a week, including weekends and some work outside standard business hours.

In this role, you will:

- Provide friendly and informed visitor assistance in person, by phone, email, online and through social media channels.
- Promote the Barrington Coast, local businesses, tourism products and experiences.
- Assist with operating Visitor Information Centres and mobile pop-up information booths.

- Maintain current knowledge of local attractions, events, services and tourism trends.
- Process sales, complete reconciliations and assist with routine financial duties.
- Collect information and complete administrative tasks for reporting.
- Update knowledge base and customer relationship management systems.
- Build positive relationships with visitors, businesses, community members, staff and volunteers.
- Assist with destination promotion, events and visitor service initiatives.
- Help identify opportunities to improve visitor experiences.
- Work collaboratively with the Economic and Destination Development team.

What you'll bring

- A TAFE qualification in business administration, tourism or a similar field, or relevant industry experience.
- Strong knowledge of the MidCoast region and its tourism opportunities.
- An interest in tourism and promoting the Barrington Coast.
- Customer service experience and strong communication skills.
- Good computer skills, including Microsoft Office and online platforms.
- Strong organisation skills and attention to detail.
- The ability to work independently and as part of a team.
- The ability to build positive relationships with visitors, businesses and community members.
- A current Class C Driver Licence.
- Availability to work across seven days, including weekends when required.

What we offer?

We are committed to the growth of our employees and have a range of benefits available to support wellbeing and career development. Click here to find out more.

Looking to relocate? From housing and transport to community connections and personalised support - discover a range of local services designed to make your move to the MidCoast region easier. Learn more here.

Salary: Casual hourly rate $32.91 per hour + 25% casual loading

Location: This position will be based at our Gloucester Visitor Information Centre at 27 Denison Street, Gloucester. You may also be required to be based from other Council sites across the MidCoast Council region.

Closing date: Sunday, 22 November 2026 at 11:00 pm.

For questions relating to the position requirements please contact Rachael McFadden - Senior Destination Experience Officer who is the hiring manager for this role. Rachael can be reached on (02) 7955 7297 or at rachael.mcfadden@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Kim Aird, Human Resources Officer who is the HR representative for this role. Kim can be reached on (02) 7955 7467 or at kim.aird@midcoast.nsw.gov.au.

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you prepare clear and concise responses using real-life examples. For more information regarding the STAR method, please click on this link.
- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.
- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our

Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin, gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.