

Visitor Services Officer (casual)

The opportunity

As a casual **Visitor Services Officer**, you will be required to champion destination stewardship across the Blue Mountains by providing a high-quality visitor experience that supports visitors, prospective visitors, local businesses, and the community in connecting authentically with the region. Through education and engagement, you will inspire visitors and residents to value, protect, and responsibly enjoy the region, helping to sustain a thriving, sustainability-focused visitor economy.

As part of an experienced team, you will assist in ensuring the long-term commercial viability of the accredited Blue Mountains Visitor Information Centres, proactively growing revenue through targeted retail, booking services, and experience-based offerings that enhance both visitor satisfaction and regional prosperity.

You will have:

- Proven and highly developed communication and interpersonal skills
- Demonstrated experience and commitment to customer service
- Demonstrated strong local knowledge covering the Blue Mountains region
- Ability to meet sales targets
- Ability to work under pressure, be adaptable to change, manage multiple tasks and prioritise workloads
- Have proven experience using POS cash registers, cash handling, eftpos and ticketing platforms
- Knowledge of and commitment to WHS, Diversity and Inclusion, and Equal Employment Opportunity principles.

Remuneration: base salary commencing at $37.44 gross per hour
+ 25% casual loading
+ 12% superannuation
+ annual performance-based salary increases / bonus (1-3.5%)
+ annual award increase

For further information contact: Nicole Bartolo on 4780 5203.
Closing date: 6 December 2026.

Interested?

Click on '**Apply**' to complete your online application.

You will be prompted through the application steps to ensure all relevant information is collected.

Further information?

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the People and Culture on (02) 4780 5999 or hresources@bmcc.nsw.gov.au.

Why work at Blue Mountains City Council?

We are committed to creating a diverse, inclusive, and positive workplace cultural. Our teams are reflective of the communities in which we operate, and we value the unique contribution each team member makes to the Blue Mountains City Council. The work we do makes a real difference to the lives of our residents and community that maintains a sustainable eco city to reside in.

Blue Mountains City Council offers a diverse and unique range of employment opportunities from entry level through to senior management. These include flexible employment options with permanent, temporary and casual positions in full-time, part-time and job-share capacities.

Staff Benefits

There are a number of additional benefits, programs and social activities staff are eligible to participate in. Some of these include:

Monetary Benefits

- Annual Award-based salary increases
- Annual Performance based salary increases (1-3.5%)
- Novated Lease
- Maxxia salary packaging and rewards
- Residents and workers from outside the Blue Mountains can apply for free parking permits
- Access to employee recognition and reward program
- Freedom to direct contributions to any compliant superannuation fund
- Free financial advice by a certified Financial Planner

Benefits to support your career progression

- Individual Learning and Development Plan for each employee
- Free access to on online learning platform with over 100 professional development courses
- Educational assistance
- Study leave
- Opportunity to participate in the LGMA Management Challenge
- Mentoring program
- Staff library membership

Benefits to support your health and wellbeing

- Wellbeing program
- Free access to counselling sessions through our Employee Assistance Program for you and your immediate family
- Gym membership discounts
- Free Flu vaccinations
- Staff social club

Next Steps

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

Additional information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with a disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.

- We recognise the unique skills and attributes demonstrated by veterans in their service to our country. We value these same skills and attributes in serving our local community. We strongly encourage ex-service personnel to check out the variety of opportunities available, not only at Blue Mountains City Council but also within Local Government.

- Blue Mountains City Council is committed to building a culture of safety and inclusion for children and young people in the community.

- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

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