

# SHIRE OF SHARK BAY

Shark Bay World Heritage  
Discovery and Visitor Centre



## 1. Position Identification

POSITION TITLE	Customer Service Officer (Casual)
CLASSIFICATION	Local Government Industry Award Level 3/4
EFFECTIVE DATE	1 December 2021
LAST UPDATED	1 December 2021

## 2. Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

<p><b><i>Deb Wilkes</i></b></p> <p>Executive Manager Community Development</p>	<p>1 December 2021</p>
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## 3. Job Description

The primary functions of this position are:

- To provide accurate and high-quality customer service at the Shark Bay World Heritage Discovery & Visitor Centre information counter. This includes in person, via email or on the phone
- Liaise with local tour and accommodation operators
- To engage with the public in a friendly, courteous and helpful manner
- To work effectively as part of a team, while being able to operate with minimal direct supervision
- To maintain a high standard of brochure and merchandise display
- To process permits for camping in Shire managed sites
- To match tours and accommodation to the needs of customers
- To process tickets and merchandise using point of sales systems and EFTPOS operations
- To assist with end of day banking procedures
- Maintain merchandise shelves stock display
- To undertake cleaning duties as required
- To assist with setting up and taking down of exhibitions and other displays as required
- To follow security and emergency procedures if required
- Assist with jetty patrol on behalf of Department of Transport
- To work rostered hours inclusive of weekends

This position reports to:

- Centre Coordinator of the Shark Bay World Heritage Discovery and Visitor Centre

#### **4. Selection Criteria**

##### **ESSENTIAL:**

1. Sound ability to deal with the public in a friendly, courteous and helpful manner
2. Ability to work effectively as part of a team and have excellent presentation skills
3. Demonstrated ability to undertake administrative, point-of-sale and customer service duties
4. Experience in the tourism, hospitality, customer service or associated work environments
5. Good levels of verbal, written and interpersonal skills
6. Ability to work with computer point of sale (POS) and EFTPOS operations
7. Prepared to work rostered hours, including weekends

##### **DESIRABLE:**

1. Qualifications or experience in tourism, hospitality, customer service, travel or similar environment.
2. Demonstrated understanding of customer servicing processes and principles.
3. Knowledge of Shark Bay heritage, culture, indigenous, historical and world heritage values. Interest and knowledge of the area's tourism products and services.