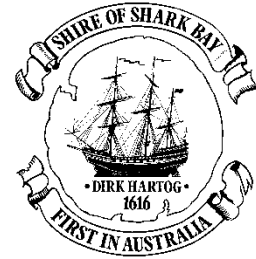


SHIRE OF SHARK BAY

Shark Bay World Heritage
Discovery and Visitor Centre



1. Position Identification

POSITION TITLE	Customer Service Officer (Part-Time)
CLASSIFICATION	Local Government Industry Award Level 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.

<i>Deb Wilkes</i> Executive Manager Community Development	1 December 2021
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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
- Undertake opening and closing procedures including flag raising and lowering, arming and disarming alarm, and locking and unlocking building safely
- To accurately record end of day banking transactions of cash and EFTPOS, balance daily transactions to various Shire accounts, and record the daily banking on Synergy Accounting System
- Assist with yearly stock take and inventory checklists

- 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
- Perform Team Leader functions when required
- Undertake administrative duties as required by the Centre Manager
- To work rostered hours inclusive of weekends

This position reports to:

- Centre Manager 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. Reliable and responsible person able to operate with minimal direct supervision
7. Ability to work with computer point of sale (POS), EFTPOS operations, banking procedures and financial accounting system (training provided)
8. 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.