



JOTG 11th June 2021

Tourism Officer

Shire of Perenjori

Geraldton, Gascoyne & Midwest

Hospitality & Tourism

Tour Guides

Full Time

Tourism Officer – 3 months contract

The Shire of Perenjori is seeking the services of a Tourism Officer to be based at the local Tourist Information Centre during the upcoming Wildflower Season 2021. The successful applicant should have sound tourism experience and good knowledge of the region Perenjori is located at.

This is a flexible part time position for up to 30 hours per week between the hours of 8am – 4pm Monday – Sunday. Depending on the right applicant, this position may be extended.

Applicants are required to address the following **SELECTION CRITERIA:**

•Essential

1. Exceptional interpersonal skills and friendly disposition
2. Excellent public presentation and grooming.
3. Exceptional level of integrity and confidentiality.
4. Developed written communication ability in spelling and grammar
5. Sound numeracy skills
6. Developed IT and keyboard skills
7. Excellent time management and organisational skills
8. Ability to work effectively in a harmonious team environment
9. Experience in a customer service environment.
10. Hold a current “C” class motor driver’s license.

• Desirable

1. Some knowledge of the local area.

2. Sound reception and telephone skills.
3. Experience with cash handling and receipting
4. Basic book keeping skills
5. Knowledge of the role and structure of local government

Applications should include a CV and a document containing any experience that is relevant for evaluating candidates for this position.

Should you have any queries relating to this position please contact Mario Romeo on [9973 0100](tel:99730100).

Applications will close at 4.00pm, Friday 18 June 2021.

Applications will be accepted via email to ea@perenjori.wa.gov.au or sent to PO Box 22, Perenjori WA 6620.

Mario Romeo

Chief Executive Officer

There is a pool of 7 – 8 volunteers who operate the centre during the wildflower season. The centre offers visitor information, local merchandise and tea and scones for visitors. The shire is employing a person from July 2021 for the three-month wildflower season to manage the centre and implement Strategies of the *Tourism Marketing Strategy 2018-2021*. Tourism officers are responsible for promoting tourism and devising tourist development initiatives/campaigns with the aim of generating and increasing revenue.

4.1 REQUIREMENTS OF THE POSITION:

- Secretary Role (supporting the Visitor Centre Volunteers):
- Checking emails
- Ordering stock
- Recording museum items into register
- Sending wildflower reports out to all surrounding centres/Shires
- Volunteers roster
- Register of tourists visiting PJ
- Grant applications
- Collection and recording of visitor data
- The Tourism Officer will also implement Action of the following Strategies of the *Tourism Marketing Plan 2018-2021*:
- Strategy 1 - to extend the tourist season so it lasts from April to November
- Strategy 2 – work with others to develop tourism within Karara Rangeland Park
- Strategy 3 – Maximise the impact of Perenjori Visitor Centre
- Strategy 4 – Market and promote Perenjori as a hub for biodiversity and ecotourism

- Strategy 5 – Ensure the highest quality tourism infrastructure within the shire

1. Skills:

- Developed level of numeracy and literacy
- Excellent verbal and written communication skills
- Excellent time management skills
- Excellent public relations skills
- Developed word processing and reception skills
- Be self-motivated and team oriented
- Good Communication skills and Enthusiasm

1. Knowledge:

- Developed language skills including spelling, grammar and vocabulary.
- Developed computer skills

1. Experience:

Graduates with degrees in languages, travel, tourism, leisure, business studies, marketing, management or journalism are normally at an advantage. Experience gained in museums or information work or any commercial area (sales, marketing, retailing) as well as grant writing experience can also be helpful.

Qualifications and/or Training:

- Year 10 or above with English and Maths or equivalent qualification.
- Hold a current “C” class Motor Drivers License.
- Training or experience in tourism industry is desirable.

1. Hours of Duty: up to 30 hrs/ a week

5. KEY DUTIES/RESPONSIBILITIES:

- Respond to telephone and counter enquires.
- To analyse customer request and action immediately.
- To provide relevant information relating to an enquiry.
- To identify customer needs and direct to appropriate person
- Daily recording of monies.
- Assist with general office duties.
- Provide administrative and secretarial support to the Manager Corporate & Development Services;
- Provide support to other volunteers if required.
- Hold monthly meetings with the Tourism Marketing Steering Committee and update on progress

Progressing and Implementing Strategies of the Tourism Marketing Strategy 2018-2021

- Develop visitor centre policy and procedures manual
- Develop visitor centre Business Plan
- Develop and implement accurate information gathering process

- Develop and organise familiarisation visits for volunteers
- Work with the four other visitor centres along the Wildflower Way to maximise cooperative opportunities.
- Organise familiarization visits for regional visitor centres to visit Perenjori.
- Develop process and implement regular reporting to shire.
- Reconfigure visitor centre reception area to better promote museum.
- Develop and implement plan for recruiting new volunteers.
- Introduce annual visitor satisfaction survey
- Ensure new website reflects Perenjori as a hub for the region.
- Contact existing tour operators to promote the range of activities in Perenjori.
- Development of local tours
- Investigate locations for establishing new picnic areas
- Audit tourism signage and develop a plan for improvement
- Design tear off maps of the shire that can be distributed by all businesses including retail and accommodation.

5.1 Other Duties:

- Provide support to other staff during course of day and during periods of sickness or / leave.
- Administrative duties as directed from time to time by the Chief Executive Officer, and/or MCCS.
- Ensure work stations and office area is presentable and clear of unnecessary items, rubbish etc. at all times.
- Monitor and order brochures and other supplies.

5.2 Finance Support:

- Provide support to Treasurer as required and as time permits of basic finance records including creditors, debtors.

6. ORGANISATIONAL RELATIONSHIPS

6.1 Responsible to

Manager Corporate & Community Services and Visitor Centre Chairperson

6.2 Internal & External relationships

Internal: Works in close cooperation with the Volunteers of the Tourist Centre, CEO and MCCS, Tourism Marketing Steering Committee, Community Development Officer, other Shire staff

External: Councillors, local residents and general public, other visitor centres in the region, Contractors

7. EXTENT OF AUTHORITY

Work outcomes are regularly monitored by the Manager Corporate & Community Services. Freedom to act is limited by standards and procedures.

Information for Candidates

Selection on the Basis of Merit

The Shire of Perenjori is an equal opportunity employer. All applications for a position will be assessed against the same criteria included in the position description. No application will be considered until after the advertised closing date at which time it will be assessed by a Selection Panel. Selection will be based on which applicant demonstrates the highest merit for the position, their experience, qualifications and ability to perform the advertised position.

What to include in your application

Your application should include the following information:

- A covering letter that includes how you meet the selection criteria
- A copy of your current Resume
- Contact details of two employment referees.

Applications should not be submitted in plastic sleeves, binders or files.

Please do not submit originals of important documents such as qualifications and references. Submit photocopies only.

Covering Letter

The covering letter provides you the opportunity to introduce yourself and describe how your attitude to work, behaviours and experience makes you a good fit for the advertised role.

Resume

You should also attach a copy of your current resume, listing academic achievement, professional training, memberships and relevant employment experience.

Referees

You should include the names and contact details of two referees we can contact to provide information on your past work performance.

One copy only

You should provide us with only one copy of your complete application.

Late Applications

Ensure your application is received prior to the closing date and time, as late applications may not be considered.

Post Application Process

Short listed applicants will be contacted by telephone to arrange an interview. Unsuccessful applicants will be advised in writing.

Pre-employment Medical

The successful applicant may be required to undertake a pre-employment medical examination prior to commencement at the Council's expense.

Address for Applications

Applications should be marked CONFIDENTIAL, and addressed to:

Chief Executive Officer

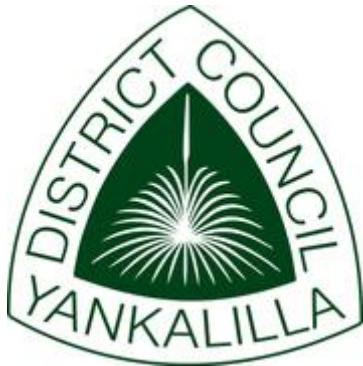
Shire of Perenjori

PO Box 22

PERENJORI WA 6620

Further Information

Should you require further information about the position, please contact Chief Executive Officer Mario Romeo on (08) 9973 0100 or mario.romeo@perenjori.wa.gov.au.

**Team Leader, Tourism Visitor Services**

District Council Yankalilla

Fleurieu Peninsula & Kangaroo Island

Hospitality & Tourism

Management

\$80,000 - \$84,999

Full Time

The District Council of Yankalilla is seeking a professional, energetic and proactive Team Leader, Tourism & Visitor Services. The position is based at the Fleurieu

Coast Visitor Centre in Yankalilla, an award-winning Centre showcasing all the Fleurieu Coast has to offer and providing support to local business and producers.

The Team Leader will manage the day-to-day operations of the Fleurieu Coast Visitor Centre including a team of volunteer information officers. The successful candidate will have exceptional customer service skills, strong people management capabilities and a genuine interest in supporting quality visitor experiences and a vibrant local economy.

This is a full-time role for a fixed term of 4 years. A copy of the job description which contains the full range of tasks and the skills you will be required to demonstrate can be found on the Employment tab of the Council's web site www.yankalilla.sa.gov.au/council/employment [link removed]

If this sounds like you, click APPLY NOW or for a confidential discussion please contact Lisa Pearson, Group Manager Economy, Tourism and Community on [0419 704 912](tel:0419704912) or via email lisapearson@yankalilla.sa.gov.au [link removed]

Applications close Friday 25 June 2021 @ 11.59pm AEST.

As part of the recruitment process, pre-employment checks will be conducted in line with requirements of this position.

Employer questions

Your application will include the following questions:

- Which of the following statements best describes your right to work in Australia?
- Do you have customer service experience?
- Do you have a current Australian driver's licence?
- Do you have experience in administration?