



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Division: Economic Development

Business Unit: VisitCanberra

Position Title: Visitor Services Officer

Position Number: C04150, Several

Classification: ASO2

Location: Canberra & Region Visitors Centre
(CRVC) and Canberra International Airport

Last Reviewed: October 2024

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The role of the Economic Development Division is to facilitate the diversification and strengthening of the ACT economy as well as the creation of a vibrant community that will attract and retain people in the city.

The Division has five main business functions:

- Trade, investment and business development
- Tertiary education
- Tourism and major events
- Arts and culture
- Sport and recreation

BUSINESS UNIT OVERVIEW

VisitCanberra leads the ACT and capital region tourism industry to create and implement a range of marketing and development programs that will significantly increase the economic return from domestic and international visitation. To the general public, VisitCanberra provides comprehensive visitor information and reservation services through the Canberra and Region Visitors Centre (CRVC) and via the [visitcanberra](https://www.visitcanberra.com.au) website.

POSITION OVERVIEW

Working collaboratively in a team environment Visitor Service Officers are responsible for providing accurate, effective, and high-quality customer service through a range of channels, including electronic/digital, telephone and/or face to face, to ensure positive customer experiences and professional representation of the Canberra region. Occupants of these positions must be prepared to work at Canberra & Region Visitors Centre (CRVC), Canberra International Airport, and other offsite locations as required.

WHAT YOU WILL DO

The Visitor Services Officer is required to undertake the following duties:

- Provide high level customer service to visitors regarding local tourist information.
- Coordinate and book sales of travel accommodation and tourism services for visitors using an online reservation system.
- Assist in the sale of merchandise.
- Provide support to volunteer staff on the service counter.
- Proactively contribute to all areas of the organisation.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in providing a high standard of customer service, building rapport and communicating effectively with people from a variety of backgrounds and cultural sensitivities.
2. Competent computer skills and the ability to use a range of products, including Bookeasy or similar reservation system, Microsoft Word and Outlook applications.
3. Sound knowledge of tourist facilities in the ACT and surrounding region.

Behavioural Capabilities

1. Ability to understand, interpret and apply work practices, procedures, guidelines and instructions.
2. Ability to work independently and make decisions, as well as work in a team environment demonstrating behaviours reflecting the VisitCanberra values of integrity, innovation and inspiration.
3. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to the ongoing integration of workplace diversity, participative work practices and occupational health and safety principles and practices.

Compliance Requirements / Qualifications

1. Flexibility to work weekdays, evenings, weekends and public holidays.
2. A current RSA Certificate, or ability to obtain.
3. A current First Aid Certificate, or ability to obtain.
4. Driver's license Class C is beneficial.
5. Ability to speak a language other than English would be advantageous.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Visitor Services Officer and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Never