

Position Description – Customer and Visitor Experience Trainee

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name: TBC

Date PD Issued: 22/12/2022

Position: Customer and Visitor Trainee

Host Employer: Bass Coast Shire Council

Supervisor: TBC

Host Employer Address: 76 McBride Avenue WONTHAGGI Vic 3995

Westvic Staffing Solutions Field Officer: Katherine Cousins

Refer to Bass Coast Shire Council attachment

- **Key Responsibility Areas**
- **Key Selection Criteria**
- **Competencies**
- **Organisational Relationships**
- **Accountability and extent of authority**
- **Pre-Employment Checks**

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Cooperate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that is provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay

Additional Information:

- **Hours Per Week:** 38
- **Days per Week:** Monday- Friday
- **Award / Agreement:** National Training Wage Level A & Bass Coast Shire Council EBA
- **Superannuation:** 10.5%
- **Commencement Hourly Rate:**
- **Allowances**

Copy to: Employee

Host Employer

Main File



Customer and Visitor Experience Trainee

Position Description

Customer and Visitor Experience Trainee

Classification

Trainee

Status (FTE)

Temporary (1.0)

Division

Partnerships, Economy, and Culture

Occupant

Vacant

Date

January 2023

Our Values

 Excellence

 Passion

 Imagination

 Integrity

 Courage

About the role

At Bass Coast we know the 'environment is our economy' and that creativity and culture are vitally important in shaping our future. Which is why we have a proven track record of investing in our people, and attracting candidates who want to positively contribute to our community, excel in their careers and live our 'EPIIC' values of:

- Excellence, Passion, Imagination, Integrity & Courage (EPIIC)

In this position, you will have the opportunity to be part of a team that has a key focus on the delivery of providing outstanding service and enhancing the experience of our customers and visitors. This includes playing your part in combating climate change by supporting individuals, community groups, businesses, the agricultural sector and Council to achieve the objective of zero net emissions over the next 10 years and to ensure a climate resilient community.

You will achieve this by utilising the organisations key principles of:

- We deliver
- Placing the customer at the centre of everything we do and,
- Being a part of something bigger



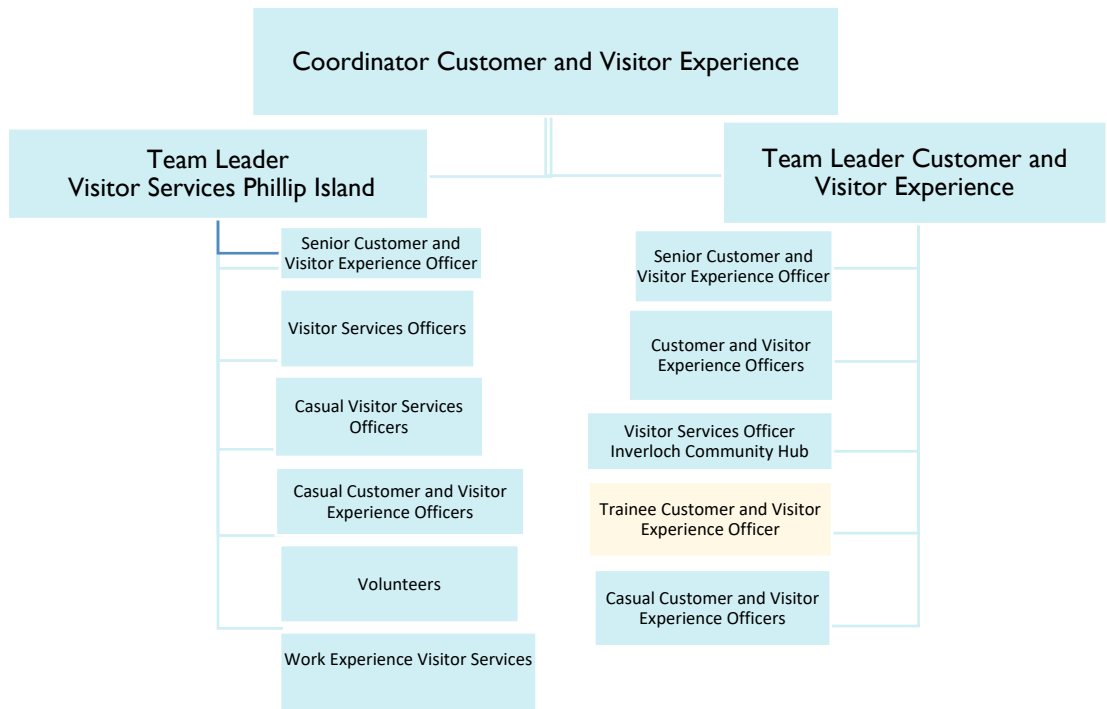
Key responsibility areas

- Successful completion of all necessary modules and practical work in accordance with the requirements of the Traineeship.
- Undertake specific projects and tasks related to the Traineeship which will be assigned throughout the program.
- Provide frontline customer and visitor service, information, and assistance to the general and visiting public on a range of matters.
- With support as required, process and action customer requests through the online Request Management System.
- Perform receipting duties, and under supervision, perform reconciliation with revenue receipts and banking each day as required, following guidelines and banking procedures.
- Answering and responding to telephone enquiries through the organisation's telephone system with a focus of 'customer at centre' and in accordance with organisational standards and processes.
- Assist in the professional presentation of reception areas and retail merchandising areas within the Visitor Information Centre, including the immediate entrance.
- Support the administration of general customer and visitor experience tasks such as ordering, stocking, and updating brochures, sales of attraction and event tickets, receiving mail and deliveries, presentation of merchandise and entering statistics.
- Provide general administrative assistance and support to the Team Leader Visitor Services Phillip Island or Team Leader Customer and Visitor Experience and other Teams as required and arranged by the Coordinator Customer and Visitor Experience.
- Ability to travel across multiple locations.
- Active commitment to our EPIIC values, Excellence, Passion, Imagination, Integrity, and Courage.
- Help the organisation to deliver its objective in the Climate Emergency Action Plan 2020-30 of zero net emissions over the next 10 years.
- Other duties as directed within the skills and abilities of a position at this level.





Organisational relationships



Accountability and extent of authority

Specific guidelines will be followed, and work will be carried out under general supervision, with the freedom to plan work at least a week in advance.

Childsafe Statement

Bass Coast Shire Council is committed to the safety and wellbeing of children.

We support and respect all children, as well as our staff, contractors, and volunteers. Our organisation is committed to preventing child abuse by identifying risks early and intervening to address these risks. We are committed to the safety of all children, particularly those from diverse backgrounds, including Aboriginal and Torres Strait Islander children, children who are culturally and linguistically diverse, and those with varying needs and/or disabilities





Competencies

Judgement and decision making

Use well defined objectives and processes. Guidance and advice is always available within time to make a decision.

Specialist Skills and Knowledge

Requires an understanding of the team's and organisation's policies, regulations, precedents, and goals. Proficient in using and explaining standard procedures, policies, guidelines, and legislation.

Management skills

Outcomes are achieved by managing time, planning, and organising own work.

Interpersonal skills

Relate to other people to gain cooperation and assistance for the work being undertaken.

Qualifications and experience

Secondary education with relevant on the job training.

Pre-Employment Checks

Applicants will be required to undergo pre-employment checks including but not limited to a Police Records Check, Working with Children Check and compliance with COVID Vaccination mandates.

Performance Criteria

Performance criteria will be developed within the first three months of appointment, recorded, and reviewed in accordance with Council's Performance Development Policy and Framework.





Key Selection Criteria

Selection will be based on the following **key selection criteria**; however, reference will also be made to other listed skills, knowledge, and attributes as required in the position description.

- Ability to complete a TAFE level Certificate III in Business Administration.
- Enthusiasm for self-development and desire to use this opportunity to enhance career prospects
- Proficiency in IT, Microsoft Office applications skills
- Written communication skills, with the ability to display attention to detail in day-to-day administrative tasks
- Demonstrated ability to communicate verbally and in writing
- Completion of Year 12 (VCE) or equivalent
- Current driver's licence.





Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____