



Moyne Shire Council

Position Description

POSITION:	Office Administration Traineeship (Economic Development & Tourism)
NAME:	VACANT
TENURE:	Full Time Traineeship
DIRECTORATE:	Economy & Place
UNIT:	Economic Development and Customer Experience
AWARD:	Victorian Local Authorities Award 2001 and Moyne Shire Enterprise Agreement
CLASSIFICATION:	National Training Wage
DATE APPROVED:	November 2022
APPROVED BY:	Chief Executive Officer

1. POSITION OBJECTIVE

To provide efficient, courteous and prompt customer service and administrative support to the operations of the Economic Development and Tourism, Port Fairy Caravan Parks and Visitor Services Centre teams within the Economy and Place directorate.

2. KEY POSITION RESPONSIBILITIES AND DUTIES

- Assist with a wide range of administrative and customer service functions supporting the Economic Development and Tourism and Events, Port Fairy and Region Visitor Information Centre and Port Fairy Caravan Parks teams.
- Support the maintenance of publications and merchandise in the Visitor Information Centre.
- Provide administrative support to the tourism team in the marketing and promotion of Port Fairy Caravan Parks (including digital and social media promotional platforms)

- Support the provision of high quality visitor services in the delivery of day to day operations of the Port Fairy and Region Visitor Information Centre.

3. ORGANISATIONAL RELATIONSHIPS

Reports to:	Economic Development and Tourism Coordinator
Supervises:	Nil
Internal Liaisons:	All staff
External Liaisons:	General public and visitors to the region Community Organisations Tourism Operators

4. ORGANISATIONAL RESPONSIBILITIES

Responsibility	Demonstrated By
a) Customer Service	<ul style="list-style-type: none"> • Provide timely and professional service to internal and external customers in accordance with Council's Customer Service Charter, including:- <ul style="list-style-type: none"> - Providing informed and professional guidance and advice - Listening to and understanding customer needs - Ensuring the public image and reputation of Council as a service provider is maintained in the highest integrity. - Ensuring accurate and complete provision of information - Displaying a "can do" attitude.
b) Work Environment	<ul style="list-style-type: none"> • Adherence to Council policies and procedures at all times. • Asset Management <ul style="list-style-type: none"> - Be aware of and apply the principles of Asset Management - Have an understanding of how the tasks within this PD can improve the Council's long-term asset management. - Be proactive in reporting Asset Management issues or circumstances that will assist the organisation • Occupational Health and Safety (OHS) <ul style="list-style-type: none"> - Comply with OHS policies, procedures and requirements. - Work safely and not place the health and safety of other workers, or the public at risk.

	<ul style="list-style-type: none"> - Actively contribute to the hazard identification process. - Encourage other employees and contractors to consider safety factors within the working environment. • Records Management <ul style="list-style-type: none"> - Ensure all business related incoming and outgoing correspondence, including email, is registered electronically into EDRMS. - Ensure all incoming hard copy business related mail is forwarded to the Records Unit for scanning and registration. • Multi-Skilling <ul style="list-style-type: none"> - Adhere to Part B of the Enterprise Agreement, where an employee may be directed by the employer to carry out such duties that are within the limits of the employee's skill. • Emergency Response <ul style="list-style-type: none"> - Supporting Council's response in time of Emergencies, including contributing to Council's relief and recovery efforts as required.
c) Diversity	<ul style="list-style-type: none"> • Support and promote environments and services free from discrimination, harassment, bullying, violence and victimisation. • Take actions and display behaviours that promote inclusion, accessibility, and celebrate diversity.
d) Continuous Improvement	<ul style="list-style-type: none"> • Continually monitor and review practices to identify opportunities to improve: <ul style="list-style-type: none"> - Efficiency, effectiveness and elimination of waste, - Quality of service provision, - The customer focus of the organisation, - The competitiveness of the organisation, - The job satisfaction and career opportunities for employees, - The involvement of employees in the decision making processes of the organisation
e) Child Safety	<ul style="list-style-type: none"> • Interact with children in an age-appropriate manner at all times, modelling appropriate and positive behaviour

	<ul style="list-style-type: none"> • Promote the safety, welfare and wellbeing of children • Report all disclosed, observed or suspected instances of child abuse and/or neglect.
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5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the timely and courteous response to customer enquiries (face to face, e-enquires and phone enquiries).
- Responsible for the timely and courteous answering and efficient direction of incoming telephone calls.
- Responsible for the Council’s image, reflected through the provision of excellent customer service skills, demonstrated by accessibility, accountability and responsiveness.

6. JUDGMENT AND DECISION MAKING

- Demonstrate initiative and innovation when approaching all aspects of the position.
- Ability to make routine decisions about tasks being performed.
- Decisions of a non-routine nature must be referred to the Economic Development and Tourism Coordinator or relevant team leader.

7. SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of telephone answering techniques and cash receipting.
- Ability to demonstrate organisational skills and interpersonal communication skills.
- Appreciation of confidentiality, tact and discretion.
- Understanding of administrative processes/procedures.

8. MANAGEMENT SKILLS

- Ability to adapt to changing priorities and work under pressure.
- Ability to use initiative in all aspects of the operations of the position.
- Ability to prioritise tasks to meet objectives within set timelines.

9. INTERPERSONAL SKILLS

- Ability to obtain and impart accurate information.
- Ability to work cohesively within a team environment.
- Ability to focus on customer service and satisfaction.
- Ability to communicate effectively with other staff.

10. QUALIFICATIONS AND EXPERIENCE

- Computer and keyboard skills with an understanding of Microsoft Office software.
- Customer service skills.

- Drivers Licence is essential.

11. ACCEPTANCE

I am aware of and have agreed to the conditions and responsibilities outlined in this Position Description and understand that:

1. My performance will be appraised on an annual basis in accordance with the performance measures set out in the Performance Appraisal document and,
2. That this Position Description will be reviewed on an annual basis as part of my performance appraisal and may be updated if required.

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Incumbent

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Date

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Manager, Economic Development and Customer Experience