

FLAGSTAFF HILL HERITAGE GUIDE / NIGHT CREW

CLASSIFICATION: Band 1
OCCUPANT: Vacant
DATE: August 2026

POSITION CONTEXT & OBJECTIVE(S):

To deliver guided experiences for visitors to FSH precinct, by supporting the Sound and Light Shows of Tales of the Shipwreck Coast, and related customer services tasks.

Provide outstanding guiding and customer service experiences that will encourage repeat visitations to FSH.

KEY RESPONSIBILITIES AND DUTIES:

1. Deliver themed guided tours.
2. Answer visitor inquiries and provide clear and accurate instructions and directions as per FSH Policy and procedures.
3. Assist with operational tasks including set up / lock up, securing gates, adjusting and exposing and turning on lighting, loading and unloading visitors from vehicles.
4. Undertake required vehicle and carriage safety checks prior to operations.
5. Perform tasks and duties associated with the operations of the Sound and Light Show via touch screens.
6. Adhere to OH&S procedures relevant to hazard notification.
7. Assist with customer service related tasks and duties, including the service of food and beverage within the FSH, Warrnambool City Council and Government law
8. Deliver tasks associated with the gift shop and point of sale.
9. Provide value added information regarding Visitor Information Centre, gift shop, on site restaurant, and other visitor experiences and facilities.
10. Participate in training as required
11. Attend site and other relevant meetings as directed.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Knowledge of the Tourism Industry.
- Demonstrated customer service experience.
- Ability to work individually without direct supervision and also as part of a team situation.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Flagstaff Hill Night Operations Team Leader, Visitor Services Coordinator
Supervises: Nil

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

FLAGSTAFF HILL HERITAGE GUIDE / NIGHT CREW

Internal Contacts: Flagstaff Hill and Council personnel
External Contacts: Visitors, general public, businesses, community groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- All but minor decision making must be referred to Supervisor or Service Manager
- Punctuality and attendance - fulfil roster commitment
- Present guided tours and narration within allocated time frames
- Understand and observe the Risk Management Policy & related procedures

JUDGEMENT AND DECISION MAKING:

- Respond to visitor safety and comfort needs as per visitor procedure.
- The task to be performed may involve the use of a limited range of tools, techniques and methods within a specified range of work.
- An employee may resolve minor problems that relate to immediate work tasks.

SPECIALIST KNOWLEDGE AND SKILLS:

- Safe and competent operation of light mechanical plant
- Ability to assist with food and beverage distribution
- Safe and competent driving of people moving vehicle
- Ability to conduct a tour through a directed site

INTERPERSONAL SKILLS:

- A helpful, courteous manner
- Demonstrated ability to work in a team environment
- Demonstrated ability to work without constant direct supervision
- Ability to communicate with diverse groups of people in order to provide relevant, information and instructions.

QUALIFICATIONS AND EXPERIENCE:

- Certificate qualification in Guiding (desirable) or experience as a Guide.
- Experience in the tourism industry and/or Customer Service
- First aid or relevant qualifications preferable
- Current Victorian Bus Licence desirable

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

FLAGSTAFF HILL HERITAGE GUIDE / NIGHT CREW

Signature:	
Date:	

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL