

VISITOR ECONOMY TRAINEE

POSITION NO: 2044
CLASSIFICATION: Trainee – National Training Wage
OCCUPANT: Vacant
DATE: February 2025

POSITION CONTEXT & OBJECTIVE(S):

To provide administrative support and customer service in the Visitor Economy teams specifically for areas of Flagstaff Hill, Visitor Information Centre and Events and Promotion.

KEY RESPONSIBILITIES AND DUTIES:

1. To assist with retail sales in Visitor Information Centre and Flagstaff Hill (including gift shop and ticketing) and retail support including pricing, restocking and displays.
2. To provide courteous, prompt and accurate information services in Flagstaff Hill and the Visitor Information Centre.
3. To operate a point of sale system, cash handling, maintain appropriate stock levels and general housekeeping.
4. Work with senior staff assisting to provide timely and accurate administrative activities.
5. To provide support to destination marketing activities and campaigns.
6. Assist in the delivery of events in the Flagstaff Hill and Warrnambool City events calendar.
7. To perform any other duties within the scope of the position as directed.

GENERAL EMPLOYMENT PROBITY CHECKS:

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

☒ YES

The incumbent must have and maintain a current Working with Children Check.

☒ NO

ORGANISATIONAL RELATIONSHIPS:

Reports to: Visitor Services Coordinator
Supervises: N/A
Internal Contacts: All Council Staff
External Contacts: Tourism Visitors, Relevant Suppliers of Goods and Services, User Communities, Local Tourist Operators and General Public

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- This position acts under general supervision and within specific guidelines.
- Ensure accuracy, quality and timely service is provided to the visitors.

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JUDGEMENT AND DECISION MAKING:

- Guidance and advice is always available on tasks to be performed.
- Decisions of a non-routine or politically sensitive nature must be referred to the appropriate Supervisor, with guidance and advice always being available within the time necessary to make decisions.

SPECIALIST KNOWLEDGE AND SKILLS:

- Ability to provide local tourism information.
- Ability to provide telephone / customer service and sales.
- Ability to operate a computer, point of sale system, word-processing together with proficient keyboard skills.
- Competent in the use of social media platforms

MANAGEMENT SKILLS:

- Basic skills in managing time and organising own work.

INTERPERSONAL SKILLS:

- Good level of written and verbal communication skills.
- Experience in effective customer relations / people skills.
- Adaptability and flexibility.
- Ability to work in a team situation.
- Ability to work under instruction & take guidance.

QUALIFICATIONS AND EXPERIENCE:

- Currently completing or successfully completed Year 12 certificate.
- Willingness to undertake a Certificate III in Business.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

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.

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VISITOR ECONOMY TRAINEE

Name:	
Signature:	
Date:	

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ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING