


Job Description Form

1. Position Details

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|--|--------------------------|---|--|
| Position Title Visitor Services Officer (Late Shift) | | | Position Number RIA3124634 |
| Level/Grade Level 2 | Specified Calling | Agreement PSA 1992 / PSGOCSAGA 2017 | Effective Date 22 October 2018 |
| Division Rottnest Island Authority | | Branch Visitor Services | |
| Section Visitor Centre | | Location Rottnest Island | |

2. Reporting Relationships

| Position Title Director Visitor Service | Level/Grade Level 8 | Department of Biodiversity, Conservation and Attractions Registered JDF HR Officer:  24-Oct-2018 | | | | | | |
|---|-------------------------------|---|----------------|-------------|-----------------------------|---|----------------------------|---|
| Responsible to ↑ | | | | | | | | |
| Position Title Visitor Centre Manager | Level/Grade Level 5 | Other offices reporting directly to this office <table border="1"> <thead> <tr> <th>Position title</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Customer Service Supervisor</td> <td>3</td> </tr> <tr> <td>Customer Service Assistant</td> <td>1</td> </tr> </tbody> </table> | Position title | Level | Customer Service Supervisor | 3 | Customer Service Assistant | 1 |
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| Customer Service Assistant | 1 | | | | | | | |
| Responsible to ↑ | | | | | | | | |
| This position ↑ | | | | | | | | |
| Officers under <i>direct</i> responsibility <table border="1"> <thead> <tr> <th>Position Title</th> <th>Level/Grade</th> <th>Approx. no. FTEs supervised</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> | | | Position Title | Level/Grade | Approx. no. FTEs supervised | | | |
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3. Role and Scope

This is a brief outline of the key responsibilities and scope. Scope may include the level of guidance under which the job operates, range of assignments, and influence on results for the work function or program:

The Rottnest Island Authority (RIA) is seeking a self-motivated individual to play a key role within the Visitor Services team to provide assistance and high-level customer service to guests during Visitor Centre opening hours and after it closes for the night. The role requires the individual to stay overnight on the Island with rostered shifts covering the afternoon and evening periods depending on the level of activity on the Island. Overnight single-person accommodation will be provided.

The position works with the Visitor Centre team during opening hours and patrols accommodation areas in the evening. The position is responsible for responding to calls to the Rottnest Island Authority after hours phone number.

The Visitor Services Officer will proactively educate visitors in the good conduct required to maintain harmonious coexistence amongst all users of Rottnest Island. The role has a focus on those staying overnight in RIA accommodation.

This position will assist with co-ordinating the security for major events held on Rottnest Island and provide a visible security presence by patrolling the jetty and accommodation areas to interact with visitors in a customer focused manner. Patrols are carried out by vehicle, bicycle and on foot.

Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

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4. Responsibilities of the Position and Broad Outline of Duties

The proportion of time likely to be spent on each function or duty may, if appropriate, be indicated as a percentage (%).

Assisting in the Visitor Centre

1. Interacts with visitors to Rottneest Island, always providing customer service of the highest level.
2. Arranges reservations for RIA accommodation, tours, rental moorings and bike hire.
3. Handles general enquiries from the public and providing accurate and detailed information relating to the facilities, services and events on offer on Rottneest Island.
4. Assisting with enquiries relating to the use of the RIA online booking system and moorings management system.
5. Merchandise and sale of retail items within the Visitor Centre.
6. Undertakes accommodation check-in, up-selling and guest follow-up.
7. Undertakes cash handling and end of day balancing of banking.
8. Responsible for the end of day processes, including lock up of the Visitor Centre.

Duties after the Visitor Centre closes for the day

9. Ensures that accommodated guests in RIA accommodation comply with booking terms and conditions.
10. Handles accommodation related issues such as lock outs, noise complaints, provision of emergency accommodation, missing luggage and the supply of additional inventory and hire items.
11. Receives and handles accommodation and ranger related calls, including on an on-call basis after the end of shift up to 8am the following day.
12. Attends to maintenance issues either in person, where minor, or by contacting on-call tradesmen in line with established protocol,
13. Carries out checks of accommodation units, camping ground and other areas as required, logging any maintenance issues that need to be addressed.
14. Provides support to Police, Nursing Post and Rangers during emergency situations, both on land and at sea.
15. Patrols the Jetty and Visitor Centre areas to pro-actively address potential concerns with groups
16. Responds as required to building alarms of RIA premises.
17. Provides guidance to contract security guards working on the Island for the RIA during special events.

Administration

18. Provides administrative support for the RIA guest and security services contract.
19. Completes daily security reports for circulation to stakeholders.
20. Assists with the management of lost property processes at the Rottneest Visitor Centre.

Other

21. Undertakes honorary ranger training to gain certification to issue Rottneest Island Authority penalty notices and infringements
22. Undertakes other duties as directed.

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5. Selection Criteria

In the context of the duties and responsibilities of the position, the following selection criteria apply. All criteria are essential unless specified otherwise.

Applicants should address the following four criteria in a written application. These should be addressed in no more than three pages in total.

1. Ability to demonstrate superior skills in customer management and delivery of a high level of customer service.
2. Well developed verbal communication, negotiation and interpersonal skills and the ability to provide comprehensive, well written reports in English.
3. Demonstrated ability to work independently, resolve issues as they emerge and successfully resolve conflicts.
4. Previous front line experience within the accommodation or tourism industry including cash handling and balancing of daily takings.

The following essential criteria will be assessed at some stage during the selection process. Desirable criteria will be assessed as required:

5. Ability to work across a 7-day roster including weekends and public holidays.
6. Demonstrated ability to learn new computer software.
7. Current 'C'Class Driver's Licence.
8. Understanding of occupational health and safety, and equity and diversity principles and practices.

Values

In all of our work we will act with the highest *Integrity* and be *Open, Accountable, Creative, Responsive, Innovative, Outcome-focused* and *Collaborative*. For the purposes of this recruitment process, behaviour that reflects the values indicated below (as **Essential** and/or **Desirable**) are included as selection criteria for this position.

Desirable:

Open, Accountable, Creative, Responsive, Innovative, Outcome-focused, Collaborative, Integrity.

Information on whether appointment to this position is subject to a satisfactory Working With Children or National Police check is included in Section 6 of this form.

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6. Other

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|---|---|--|--|
| Position Status Does the position form part of the permanent structure? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Full Time Equivalent (FTE) Full time hours = 1 FTE. Write part time hours as a proportion of 1 e.g. 0.6 FTE if 3 days per week ie 60% of full time hours. | 0.80 FTE | | |
| Allowances and Special Conditions Applicable allowances and special conditions are checked with an 'x' in the appropriate box. | <input type="checkbox"/> District Allowance | <input type="checkbox"/> North West Leave | |
| | <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> No Fixed Hours (Rangers only) | |
| | <input type="checkbox"/> Ranger Leave (Rangers only) | <input type="checkbox"/> Other - Please specify below: | |
| Specialised Equipment Operated Specify type of equipment e.g. 4WD. | | | |
| Working With Children Specify if appointment to this position is subject to a satisfactory Working with Children check – if this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/ for information on whether a check is required. If yes, applicants may be asked to provide a WWC check. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |
| National Police Check Specify if appointment to this position is subject to a satisfactory National Police check. If yes, applicants may be asked to obtain a National Police Certificate . For more information refer to the department's guidelines on National Police checks . | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |

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| PEOPLE SERVICES BRANCH USE ONLY ANZSCO Code | 451611 |
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7. Certification

The details contained in this document are an accurate reflection of position.

| Branch/Division Head | Director General |
|----------------------|-------------------|
| Signature: | Signature: |
| Date: | Date: |