



Classification Evaluation Date: / /
Current Version Date: 15/02/10

JOB DESCRIPTION FORM

DEPARTMENT OF TREASURY AND FINANCE

04000582; Ticket Seller

POSITION DETAILS

Classification/Level: Reception Attendant
Award/Agreement: Cultural Centre Award 1987
Org Unit: Building Management: Fremantle Prison
Physical Location: Fremantle

REPORTING RELATIONSHIPS

Number of Positions Supervised 0

SUPERVISOR

Position Number: DHW01627
Position Title: Retail Services Co-ordinator
Classification/Level: 4

KEY WORK DESCRIPTION

This section provides a brief summary of the key functions of the position.

Sells tickets and gift shop merchandise to customers, takes tour bookings and answers general enquiries in a respectful and sensitive manner to provide quality customer service at all times at one of Western Australia's most unique visitor attractions.

ORGANISATIONAL CONTEXT

This section provides a synopsis of the Organisation and its goals.

To provide quality economic and financial advice, financial management, fair and equitable revenue laws and administration, effective government procurement, efficient delivery of shared corporate services, management and maintenance of government buildings including office accommodation and delivery of critical infrastructure projects.



WORK DESCRIPTION

This section outlines the results and outcomes required of an individual in this position.

PRODUCT SALES AND BOOKINGS

- Undertake the sale of Fremantle Prison products ensuring that tickets for tours, events and other visitor experiences are issued correctly and transactions are completed smoothly and accurately.
- Provide a high standard of customer service as a primary point of contact (personal and telephone) for tour bookings, gift shop merchandise and general visitor information.

VISITOR AND CUSTOMER LIAISON

- Provide a high standard of customer service by supporting visitor services staff in welcoming and informing visitors of Prison tours and related products together with Gatehouse activities (visitor centre, gift shop, exhibitions etc).
- Support the handling and reporting of lost property.
- Refer requests for refunds within agreed policies.

CASH AND TRANSACTION HANDLING

- Complete daily balancing of takings, preparation of banking and cash float and secure cash.
- Complete over the phone payments for advance purchase of tours and events consistent with procedures ensuring accuracy, security of customer information and issue of tickets for collection.

OPERATIONS SUPPORT

- Provide support to the administration of the Visitor Services section through general clerical activities as delegated from time to time.

OTHER

- Other duties as directed within the employee's skills, knowledge and abilities.
- Promotes a high standard of Equal Opportunity and Diversity, personal conduct and Occupational Safety and Health in the workplace.



WORK RELATED REQUIREMENTS

This section outlines the mix of pre-employment requirements and competencies required of an individual in this position. The following is to be read in the context of the preceding sections of this document.

ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS

Australian Permanent Residency status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid work visa for the duration of the entire advertised term.

A 100 point identification check and a Criminal Records Screening clearance will be conducted by the Department prior to recommendation for appointment.

EACH CRITERION TO SPECIFY WHETHER ESSENTIAL OR DESIRABLE

SELECTION CRITERIA

ESSENTIAL

1. Ability to interact with customers and fellow employees in a consistently friendly, courteous and professional manner.
2. Well developed communication skills that demonstrate appropriate methods and adaptability to face to face and telephone contacts.
3. Demonstrated experience in cash handling and transaction processing using a variety of technologies including touch screen displays, cash registers, EFTPOS terminals and ticket printers.
4. Experience in the use of computer applications to produce documents and spreadsheets.

DESIRABLE

1. Multi lingual capability.
2. Interest in and knowledge of Western Australian history and heritage.
3. Knowledge of the tourism facilities and features in Fremantle and Perth.



SPECIAL EQUIPMENT/REQUIREMENTS

LOCATION

Fremantle Prison precinct.

ACCOMMODATION

Nil.

ALLOWANCES/SPECIAL CONDITIONS

State allowances and conditions applicable.

Appointment is subject to:

SPECIALISED EQUIPMENT OPERATED

Specify type of equipment, make and model, operated

Personal computer, touch screen point of sale and cash drawer, EFTPOS terminal and ticket printer.

CERTIFICATION

Signature: _____

Date: / /