

# Job Description Form

## 1. Position Details

<b>Position Title</b> Visitor Services Officer (Late Shift)			<b>Position Number</b> RIA3124633 and RIA3124634
<b>Level/Grade</b> L2	<b>Specified Calling Level</b>	<b>Agreement</b> PSA 1992 / PSCA 2019	<b>Effective Date</b> 4 August 2020
<b>Division</b> Rottnest Island Authority		<b>Branch</b> Visitor Services	
<b>Section</b> Visitor Centre		<b>Location</b> Rottnest Island (Commuting/Resident)	

## 2. Reporting Relationships

<b>Position Title</b> Manager, Visitor Services	<b>Level/Grade</b> L7	
↑ <b>Responsible to</b>		
<b>Position Title</b> Manager Visitor Centre & Retail	<b>Level/Grade</b> L5	⇐
↑ <b>Responsible to</b>		
<b>This position</b>		
↑ <b>Officers under <i>direct</i> responsibility</b>		
<b>Position Title</b> None	<b>Level/Grade</b>	<b>Approx. no. FTEs supervised</b>

  

Other offices reporting directly to this office	
Position title	Level/Grade
Visitor Services Supervisors	L3
Visitor Services Assistants	L1

## 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 deliver high-level customer service to visitors 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 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, responding to queries, actioning requests, and managing issues as well as ensuring compliance with terms and conditions to occupy accommodation operated by the Authority.

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 Rottnest Island, always providing customer service of the highest level.
2. Handles general enquiries from the public and providing accurate and detailed information relating to the facilities, services, and events on offer on Rottnest Island.
3. Assisting with enquiries relating to the use of the RIA online booking system and moorings management system.
4. Sells of retail items at the Visitor Centre & Salt Store
5. Undertakes accommodation check-in, bookings, up-selling and guest follow-up.
6. Undertakes cash handling and end of day balancing of banking.
7. Carries out the end of day processes at the Visitor Centre.

### Duties after the Visitor Centre closes for the day

8. Ensures that accommodated guests in RIA accommodation comply with booking terms and conditions.
9. 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.
10. 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.
11. Attends to maintenance issues either in person, where minor, or by contacting on-call tradesmen in line with established protocol,
12. Carries out checks of accommodation units, public ablutions, camping ground and other areas as required, logging any maintenance issues that need to be addressed.
13. Provides support to Police, Nursing Post and Rangers during emergency situations, both on land and at sea.
14. Patrols the accommodation areas and Main Settlement to pro-actively address potential concerns with groups
15. Responds as required to building alarms of RIA premises.
16. Provides guidance to contract security guards working on the Island for the RIA during special events.

### Administration

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

### Other

20. Undertakes honorary ranger training to gain certification to issue Rottnest Island Authority penalty notices and infringements as required.
21. 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 essential criteria in a written application. These should be addressed in no more than three pages in total.**

### Essential

1. Demonstrated ability to work independently, achieve compliance and resolve conflicts when working with members of the public and achieving outcomes in line with business guidelines.
2. Recent front-line experience within the accommodation or tourism industry including use of relevant software programmes, cash handling and balancing of daily takings.
3. Ability to demonstrate superior skills in customer management and delivery of a high level of customer service.
4. Highly developed verbal communication, negotiation and interpersonal skills and the ability to provide comprehensive, well written English reports using Microsoft products (Word, Excel, Outlook).
5. Current 'C' Class Driver's Licence.

### Flexibility Requirement

- ✓ Must be capable of commuting to and from the Island on a regular basis and reside overnight on the island as rostered / required.
- ✓ Must be capable and willing to work rostered working arrangements including weekend and public holidays. Work hours will be posted on a fortnightly roster in advance.
- ✓ Must be capable and willing to carry an on-call phone if require and respond to afterhours call outs in a timely manner. An on-call roster will be prepared in advance.

### **Our Values**

**INTEGRITY: unconditional respect for people, culture and place**

**TEAMWORK: dedication to collaboration and sharing**

**QUALITY: commitment to continuous improvement**

**ACCOUNTABILITY: personal responsibility**

**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

<b>Position Status</b> Does the position form part of the permanent structure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Full Time Equivalent (FTE)</b> Full time hours = 1 FTE. Write part time hours as a proportion of 1 e.g. 0.6 FTE if 3 days per week i.e. 60% of full-time hours.	1 FTE + 1 Part Time 0.4 FTE		
<b>Allowances and Special Conditions</b> 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:	
<b>Specialised Equipment Operated</b> Specify type of equipment e.g. 4WD.	NA		
<b>Working with Children</b> Specify if appointment to this position is subject to a satisfactory Working with Children check – if this position works with children, refer to <a href="https://workingwithchildren.wa.gov.au/about/categories-of-child-related-work">https://workingwithchildren.wa.gov.au/about/categories-of-child-related-work</a> 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		
<b>National Police Check</b> Specify if appointment to this position is subject to a satisfactory National Police check. If yes, applicants may be asked to obtain a <a href="#">National Police Certificate</a> . For more information refer to the department's guidelines on <a href="#">National Police checks</a> .	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

<b>PEOPLE SERVICES BRANCH USE ONLY</b> 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
<b>Signature:</b>	<b>Signature:</b>
<b>Date:</b>	<b>Date:</b>