

POSITION DESCRIPTION - TOURISM TRAINEE



Date: 11 September 2019

1. Position Identification

Title:	Tourism Trainee				
Position Number:		Level:	Trainee	Agreement:	Shire of Exmouth Enterprise Agreement 2017 – Schedule E & National Training Wage
Department:	Commercial and Community				
Section:	Visitor Servicing, Attractions and Conferencing				
Location:	Exmouth, Western Australia				

2. Reporting Relationships

Reports to:	Coordinator Ningaloo Visitor Centre
Internal relationships:	Visitor Services team Curator Human Resources Corporate Services Development Services Executive Managers CEO
External relationships:	Public Tour and accommodation operators

3. Value Statement

Embrace and promote the values of integrity, accountability, respect and innovation.

- **Integrity**
We act with care and diligence - making decisions that are honest, impartial, timely and based on all relevant information.
- **Accountability**
We use Shire resources in a responsible and accountable manner that ensures the efficient, effective and appropriate use of resources and information.
- **Respect**
We treat people with dignity, fairness and recognise their interests and rights.
- **Innovation**
We strive for continuous improvement, embrace change and challenge the status quo.

4. Role Purpose

To successfully complete a Certificate 111 in Tourism through the promotion of excellence in customer service to ensure visitors to Exmouth and the Ningaloo Region have a safe and memorable holiday experience through the provision of visitor servicing, visitor attractions, conferencing and administration.

5. Key Objectives

Reporting to the Coordinator Ningaloo Visitor Centre, the key objectives of the position is to provide support within the Shire of Exmouth and gain a variety of work experience to complete a Certificate 111 in Tourism.

The Tourism Trainee will be primarily based in the Visitor Centre providing an outstanding customer service experience for visitors to Exmouth through the provision information on the local Region, tours and accommodation options.

The Tourism Trainee will also provide support across in the Visitor Attractions and Conferencing and provide administrative support to the Local Government operations.

6. Key Responsibilities

The key responsibilities of the position are as follows:

- provide an outstanding customer service experience for visitors to Exmouth;
- provide information on the local Region, tours and accommodation options;
- facilitate tour and accommodation bookings;
- handle reservations through online systems, collect money and record payments in accordance with procedures;
- assist with relevant administrative duties;
- assist with basic marketing associated with providing an information service to visitors;
- perform daily open/close procedures for the Visitor Centre;
- actively promote Exmouth and the Ningaloo Region including food and beverage options, local businesses and other tourist attractions;
- engaging closely with accommodation and tour operators as required;
- provide support in visitor attractions and conferencing;
- support Local Government operations through the provision of customer service and administration;
- maintaining a clean and well-presented Visitor Centre space;
- complete all formal on-the job and traineeship modules associated with Certificate 111 in Tourism; and
- any other duties consistent with the level of this position.

7. Behavioural Capabilities

Works to agreed priorities, outcomes and resources and is responsive to changes in requirements.

Shares information with own team, seeks input from others, contributes to team discussions and ensures others are kept informed.

Takes responsibility for completion of work and seeks guidance when required, takes initiative to progress work when required

Seeks self-developmental opportunities, willing to learn new approaches, acquire new capabilities and knowledge.

8. Risk Management and Workplace Health and Safety

Participate, contribute and demonstrate personal commitment to safe practice and environmental awareness that is compliant with Duty of Care requirements under the OH&S Act 1984 and relevant regulations and guidance notes.

Identify potential hazards and take appropriate action in accordance with policies and procedures.

9. Other Requirements

Understands the responsibilities of Equal Opportunity and Discrimination legislation in the workplace, supports diversity and a culturally sensitive workforce.

Adheres to the Code of Conduct and other workplace policies and procedures and behaves in an honest, professional and ethical way.

10. Qualifications and Work Experience

Essential

- Commitment to complete Certificate 111 in Tourism.
- A can-do attitude and interest in the tourism industry.
- Knowledge of Exmouth and the Ningaloo Region.
- Ability to demonstrate and support the values of the Shire of Exmouth.
- Some experience utilising Microsoft Office and administration systems (telephones and printers).

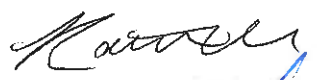
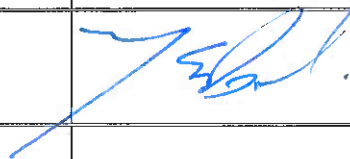
Desirable

- Work experience in a customer service related role.

Mandatory Requirements

- Valid permanent Australian work rights.

11. Authorisation Process

Authorisation Process			
Title:	Print Name:	Signature:	Date:
Manager HR& Governance	Kathleen Fish		11 September 2019
Executive Manager Commercial & Community	Matthew Bird		11 September 2019
Employee			

Note: The requirements and responsibilities in this position description are a general guide only and are not all inclusive. The Position Description may be reviewed at any time based on operational requirements.

