



POSITION DESCRIPTION

Position Title:	Tourism Services Supervisor
Position Number:	11011
Directorate:	Development Services
Reports to:	Manager City Growth
Supervises:	Tourism Services Officers
Department:	City Growth
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 5

1. POSITION OVERVIEW

The Tourism Services Supervisor is responsible for providing high quality supervision to a team of Tourism Services Officers, ensuring that they deliver an engaging face to face visitor information service and coordinating the operational requirements of the Karratha Tourism and Visitor Centre.

2. DUTIES & RESPONSIBILITIES

2.1. Tourism Services

- Ensure that the Tourism Centre is presentable and professional at all times.
- Develop, monitor and update information provided to customers and ensure that the Karratha Tourism and Visitor Centre provides high quality and engaging information to tourists. Maintain an up to date knowledge of all tourist facilities in the region.
- Manage the retail component of the Karratha Tourism and Visitor Centre including general enquiries, promotion, sale, invoice, operator/vendor payments and stocktake.
- Prepare, implement and regularly review procedure manuals for the Karratha Tourism and Visitor Centre operations to ensure its effective operation.
- Ensure continued accreditation of the Karratha Tourism and Visitor Centre with applicable tourism authorities.
- Ensure that all staff are fully trained in all aspects of retail, tourist information and booking/referral services provided.
- Provide timely and professional tourism related information to internal and external stakeholders.

2.2. Administration and Finance

- Prepare regular reports on the performance of the Karratha Tourism and Visitor Centre services and provide recommendations to improve Tourism Services.
- Prepare rosters to ensure appropriate staff coverage is given to the Karratha Tourism and Visitor Centre.
- Ensure effective and secure processes are in place for the processing of cash and that takings are processed and balanced daily.
- Ensure that all correspondence relating to the Karratha Tourism and Visitor Centre is attended to.
- Prepare and manage the Karratha Tourism and Visitor Centre's operational budget in consultation with the Manager City Growth.
- Undertake recruitment with the assistance of Human Resources as required.

2.3. Workplace Health & Safety

Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the *WHS Risk Management Procedure*.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the *WHS Management: Roles and Responsibilities*.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1. Authority & Accountability

- Works under general supervision of the Manager City Growth.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2. Management and Supervision

- Sound leadership skills and demonstrated experience in a supervisory role sufficient to be able to provide leadership and effective day-to-day management to a small team.
- Manage team performance against the City Growth Business Plan and Code of Conduct, including conducting performance reviews as required.

3.3. Judgement & Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.

3.4. Specialist Knowledge & Skills

- Understanding of the principles of facility management and tourism and sound knowledge of relevant tourism organisations and government agencies.
- Highly developed numeracy, cash handling skills with a high level of attention to detail, accuracy and confidentiality.
- Developed knowledge of computer applications, particularly Microsoft Office suite, tourism service applications and local government applications.

3.5. Interpersonal Skills

- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Proven ability to cooperate with and gain support and commitment from internal customers and external organisations.
- Highly developed numeracy, verbal and written communication skills including negotiation and conflict management abilities.
- Demonstrated ability to work autonomously within a team environment.

3.6. Qualifications & Experience

- Demonstrated successful experience in a similar role in either the local government industry, tourism industry, retail industry or other related industry, or significant experience in a service position requiring a high level of contact with the public.
- Demonstrated experience in maximising retail sales and the sale of tourism related products and services.
- Relevant qualification (e.g. Tourism Diploma) desirable.
- Current C class driver's licence.
- National (or Federal) Police Certificate.