

POSITION DESCRIPTION

Position Number:	TLVS
Position Title:	Team Leader Visitor Services
Division:	People, Place & Liveability
Classification:	Level 4 Year 1 - Level 4 Year 4
Status:	Full Time/Permanent
Hours:	76 Hours Per Fortnight
Reports To:	Strategic Development & Visitor Economy Coordinator



Position Objectives

The primary purpose of this role is to lead a high-quality service and experience-focussed team of visitor facing staff who pursue excellence in servicing over multiple sites within Council's hub and spoke model.

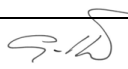
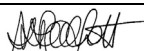
The Team Leader Visitor Services is responsible for the planning and implementation of visitor servicing and experiences; and providing direction and leadership to the visitor services team to ensure effective and efficient delivery. The role is responsible for operational and budget management over multiple sites and reports to the Strategic Development and Visitor Economy Coordinator.

Required to work on some weekends and public holidays subject to the roster and time-sensitive operational matters.

Leadership Team Capabilities

People	Being Approachable, Building Great Teams
Activities	Safety and Wellbeing, Managing Work
Information	Effective Communication, Creativity & Innovation
Relationships	Customer & Community Focus Trust
Self	Integrity, Being accountable

Void without CEO approval:

REVIEWED: Manager		
REVIEWED: General Manager		14/02/2025
APPROVED: Chief Executive Officer		17/02/2025

Key Result Areas

1. Administration & leadership.
2. Visitor servicing: including guided tour experiences, digital, print, in-person visitor servicing.
3. Facility and budget management.
4. Tourism industry support.

Key Duties & Responsibilities

1. Administration & Leadership

- Participate and lead tourism and visitor servicing projects and programs in alignment with plans and objectives, as identified by Manager Economy Strategy and Engagement and Strategic Development & Visitor Economy Coordinator.
- Provide leadership, guidance and oversee the work of visitor servicing team (permanent, casual and volunteers) that reinforces the visitor services culture and values.
- Prepare and maintain staff roster ensuring efficient and effective delivery of visitor servicing and associated experiences over multiple sites.
- Support all tourism and visitor servicing reporting as required including preparation of insightful data collected from analysing visitor servicing and experiences.
- General administrative duties, with high accuracy including the maintaining of appropriate records, data and files electronically and manually.
- Ensure coordination of site, operations and resourcing is achieving both City of Mount Gambier goals and national/state accreditation requirements.
- Provide support to Strategic Development and Visitor Economy Coordinator as required.

2. Visitor Servicing: Guided tour experience, digital, print, in-person visitor servicing

- Develop the visitor servicing team to have a high standard of experience delivery and knowledge of Mount Gambier as a destination including but not limited to, local landscape and tourism products (experiences).
- Ensure the effective and efficient, seamless and consistent delivery of visitor servicing at all sites and in all delivery formats.
- Ensure all requests, enquiries and complaints relating to tourism and visitor servicing dealt with promptly and efficiently in accordance with Council's adopted policy on customer service.
- Contribute to and assist with accurate and brand-aligned print and digital collateral development and maintenance.



- Ensure appropriate stocks of visitor information collateral, materials and merchandise are maintained.

3. Facility and Budget Management

- Oversee site monitoring and the day-to-day operations including maintenance, systems and contractors of all hub and spoke sites.
- Facilitate and coordinate displays with internal and external stakeholders.
- Ensure sites are a safe and welcoming place for people to work and visit.
- Contribute to budget management and expenditure accountability in accordance with Council's financial management procedures and policies.
- Develop and/or implement site-specific and Council policies and procedures.

4. Tourism Industry Support

- Contribute to and support development of best practice industry hub activation.
- Facilitate and coordinate displays with internal and external stakeholders.
- Facilitate cooperation and coordination between state and local tourism organisations.
- Build and maintain professional, positive and effective relationships with internal and external stakeholders.

5. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

6. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of Council Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.



Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- Current satisfactory National Police Certificate,
- Current satisfactory Working with Children Check (WWCC),
- A satisfactory pre-employment medical examination,
- Safe Environments for Children and Young people - 'Through Their Eyes',
- Current and valid SA Driver's Licence.

Essential

- Highly developed leadership skills and the ability to develop and lead an effective, efficient, adaptable and resilient team underpinned by a great culture.
- The ability to supervise and manage project support teams to deliver outcomes and impact.
- Highly developed written and oral communication skills.
- Demonstrated experience of managing people and operational matters including budget over multiple sites, with the ability to evolve operations for ongoing best practice.
- Excellent stakeholder relationship building skills – including internally and externally.
- Sound knowledge of computer hardware and software applications.
- Highly developed skills in data collection and providing insightful statistics to inform decision-making.
- Excellent organisational and time management skills.

Desirable

- Sound knowledge of the local area and/or Mount Gambier brand position.
- Strong business acumen.
- Experience in digital publishing and marketing.
- Knowledge of Council's strategic direction.



Occupant: VACANT

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / _____ / _____
Signature *date*

