



Vacancy Notice

Team Leader Visitor Services

City of Mount Gambier has an exciting opportunity for a motivated and driven individual to join the Economy, Strategy and Engagement team.

About the position:

- Full-time/Permanent.
- Flexible working arrangements available.
- Competitive remuneration package.

The primary purpose of this role is to lead a high-quality, service and experience-focused 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.

This position is classified at Level 4 Year 1 – Level 4 Year 4 (currently \$92,793.80 to \$99,250.72 per annum) of the City of Mount Gambier Administration Staff Agreement No.12 2022.

About you:

- 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.

What we offer:

Mount Gambier is the second largest city in South Australia and provides a perfect balance between the vibrant lifestyle of a big city and the comforts of a small town. Packed with beautiful natural resources

including the iconic Blue Lake/Warwar, caves, sinkholes, parks and gardens. Mount Gambier is an idyllic location to enjoy work life balance, only 20 minutes from the beach.

This role presents an opportunity to advance your career in a supportive environment. The City of Mount Gambier is an equal opportunity employer and celebrates diversity in the workplace.

The successful candidate will enjoy:

- Ongoing professional development and training,
- A supportive and friendly team environment,
- Career development opportunities,
- Active social club,
- Flexible work arrangements,
- Positive work/life balance,
- Income protection insurance,
- Employee Assistance Program and Wellbeing Support,
- Excellent Enterprise Agreement benefits with above award rates.

Pre-employment requirements:

The position is subject to satisfactorily meeting the following employment requirements;

- National Police Check,
- Working with Children Check (WWCC),
- Pre-employment medical examination.

The City of Mount Gambier is an equal opportunity employer committed to continuous improvement as a culturally safe and supportive workplace. We strongly encourage members of our First Nations community to apply.

For a confidential conversation please call:

Amanda Stevens

Strategic Development & Visitor Economy Coordinator

08 8721 2536

Further information about the position, including the position description, which identifies key competencies and selection criteria, is available from City of Mount Gambier website:

www.mountgambier.sa.gov.au/council/careers/vacancies

How to apply:

Applicants must specifically address each of the key competencies and selection criteria, which is available within the position description and submit with a resume including contact details for at least three referees.

Applications close: **Friday 4 April 2025 at 5:00pm.**

Applications must be submitted via email to:

Human Resources Team

city@mountgambier.sa.gov.au