



POSITION TITLE	Bonegilla Migrant Experience Visitor Services Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Cultural Services
REPORTS TO	Team Leader Bonegilla
SUPERVISES	Volunteers
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

The Bonegilla Migrant Experience visitor services officer is based in the site's Welcome Centre. The role is responsible for providing friendly and informative customer service to all visitors of the site, including opening and closing the site, selling merchandise and assisting in occasional events and activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- Performing work within the specific guidelines and operating procedures of the Bonegilla Migrant Experience, exercising some discretion as required;
- Ensuring enquiries and service requests are dealt with in accordance with council policy and procedures, and exercising discretion in how these established procedures are applied to the different situations faced within the role; and

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Supervision and the on-the-job training of volunteers, ensuring safe practices are always carried out, proudly representing council's reputation and the volunteers carry out duties that are at the sites best interest.

This position is responsible for:

- Delivering efficient and effective visitor information services to visitors at Bonegilla Migrant Experience, including welcoming all visitors and the timely resolution of all internal and external visitor and customer service enquiries;
- Ensuring calls, emails and written requests for information with regards to Bonegilla Migrant Experience and its services are promptly managed and responded to within council standard timeframes;
- Conduct Bonegilla Migrant Experience tours for visitor groups and educational tours as required
- Oversee the administration of memorial plaques;
- Assist with the collection and collation of other relevant site and visitor data and information as required;
- Supporting Bonegilla Migrant Experience staff and volunteers in the duties associated with the efficient day-to-day running of the Welcome Centre;
- Undertake OH&S audits as directed;
- Operating cash register, for opening, closing, Invoicing, EFTPOS and credit card facilities and ensuring the accuracy of data input and financial transactions undertaken. Following the Wodonga Councils Cash Handling Policy;
- The ability to work weekends as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on the selection of the best method, process or equipment from a range of available alternatives to meet the objectives of the work and to quantify the amount of resources required to meet these objectives;
- Ability to understand and carry out the duties of the role in line with defined work objectives and documented procedures;
- Ability to select from a range of tools, techniques, or systems to meet objectives;
- Ability to quantify resources to carry out multiple tasks; and
- Guidance is always available from within the department.

SPECIALIST KNOWLEDGE AND SKILLS

- Strong customer service skills and an understanding of how to apply good customer service standards;
- Understanding of the goals and purpose of the Bonegilla Migrant Experience in order to provide an informative and meaningful experience to visitors;
- Knowledge and experience in undertaking the general functions associated with an office environment;
- Understanding of and ability to operate cash register, EFTPOS and credit card facilities;
- Knowledge of, or the ability to learn about, Albury-Wodonga's tourism, business and community attributes;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system; and
- Strong communication skills and task follow through.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.

- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable; and
- Provide supervision to volunteers, including delegation of defined tasks.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Well-developed verbal communication skills to communicate with members of the public, other employees, and enable the resolution of problems of a minor difficult nature; and
- Sound written communication skills to communicate with members of the public, and other employees and enable the preparation of routine correspondence and documents such as rosters.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Considerable experience in a customer service environment, ideally working within tourism or a related field, or a relevant Certificate IV or above. Good IT skills and familiarization with client management, workflow apps and payment systems

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- First Aid
- CPR
- Functional Assessment

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Experience in providing high quality customer service.
2. Ability to work independently and as part of a team in a flexible work environment.
3. Experience working within systems and procedures to complete tasks.
4. Ability to self-start and manage time efficiently.
5. Ability to undertake office functions and associated computer tasks, competency with customer and workflow IT systems.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Daily operations	Service delivery to customers at Bonegilla Migrant Experience	<ul style="list-style-type: none"> Liaison with internal staff, external agencies and the general public Conducting tours Data entry and extraction Use of organisation's software / systems Phone use Setting up of events Merchandise management Research Cleaning Walking on uneven surfaces Supervision of volunteers Money handling 	Sitting		X		
			Standing			X	
			Walking				X
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor		X		
			Neck postures				X
			Accepting instructions		X		
			Providing instructions			X	
			Sustained concentration		X		
			Major decision making		X		
			Complex problem solving		X		
			Supervision of others			X	
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change				X
			Prioritisation				X