



**Ningaloo**  
VISITOR CENTRE

## **POSITION VACANT – VISITOR SERVICES COORDINATOR – 6 MONTH CONTRACT**

**The Ningaloo Visitor Centre is seeking a Visitor Services Coordinator for an immediate start.**

The Ningaloo Visitor Centre Management committee is looking for a motivated individual to lead the tourism based Ningaloo Visitor Information Centre with a strong focus on visitor experience and business management.

The successful applicant will need to demonstrate excellent administrative and organisational skills, including the ability to effectively manage a range of administrative systems, processes and reporting.

Experience in managing visitor centre teams highly desirable.

The Visitor Centre Co- coordinator will assist in the development of strategies and plans to ensure the provision of high quality customer service at the Ningaloo Centre Information Hub, a seven-day operation, to the community and visitors.

The Ningaloo Centre Information Hub is a new initiative, which will encompass the delivery of customer service and tourist information and management of exhibits.

### **As the Ningaloo Visitor Centre Co-Ordinator, you will:**

- Evaluate services provided to visitors, members and lead agreed improvements;
- Respond to a range of enquiries and bookings,
- Coordinate the activities of the Ningaloo Visitor Centre services team including day to day issues, rostering and regular staff meetings;
- Manage the development and delivery of training for Visitor Information Centre staff including working with volunteers and work experience students;
- Manage a team by setting goals, monitoring performance and identifying training needs;
- Provide support to the Ningaloo Visitor Centre Management Committee;
- Manage retail, manage stock and inventory including stocktake
- Manage communication technology and use a variety of digital systems for research, marketing, communication and promotional outcomes.
- Liaise with operational staff at Ningaloo Centre and lead activities that create a healthy workplace culture for staff, visitor centre members and the Shire of Exmouth.

### **Administrative**

- Coordinate the day-to-day operations of the Visitor Centre
- Develop and implement processes and procedures that are consistent with the goals and resources of the Ningaloo Visitor Centre Management Committee.
- Collect, collate and present accurate statistics, trends and reporting information to the NVCMC.
- Establish and supervise sound booking and banking practices.
- Risk management for the Service Team
- Attend Management forums and training as requested.

## General Human Resource Management

- Coordinate and supervise staff recruitment, training and performance review/counselling of direct reports.
- Develop and maintain excellent internal communication processes
- Develop and maintain rosters for staff and volunteers.
- OH&S needs of direct reports
- Morale and engagement of direct reports
- Maintain the service delivery of agreed processes and procedures that Visitor Centre provides to all key stakeholders

## Desired Selection Criteria:

- Comprehensive knowledge of tourism industry and local tourism environment
- Sound knowledge of budgeting and financial management
- Sound knowledge of marketing communications strategies and analysis
- Developed knowledge of contemporary human resource management practices
- Comprehensive knowledge of contemporary retail practices and customer service commitment
- Tertiary qualification or relevant experience in tourism and visitor information services
- Previous experience in the tourism industry
- Comprehensive oral and written communication and interpersonal skills
- Comprehensive media and marketing skills and advantage
- Experience with booking systems eg Bookeasy and Centaman systems.

**In addressing the below criteria one example per criteria will be sufficient. We recommend framing your response around the Situation Task Action Result (STAR) method. Responses should not exceed 300 words per criterion.**

1. Proven experience in a customer service management role.
2. Proven ability to encourage innovation, lead a team and set priorities in an operational and diverse environment.
3. Ability and experience in the management, monitoring and evaluation of a retail tourism orientated business enterprise.  
(This includes financial and administration functions and an ability to apply business process mapping to improve the overall effectiveness of the customer experience).
4. Experience in a computerised booking, membership and point of sales systems.
5. Extensive experience in dealing with a wide range of people, visitors, volunteers and staff.
6. Sound oral and written communication skills including the capacity to negotiate with clients, government agencies, industry bodies and community groups.
7. Demonstrated ability to consistently display commitment to the implementation of the principles of workplace diversity, participative work practices, workplace health.

The salary range for this position is - \$65,000 - \$70,000 per annum

## Enquiries and Further Information

Jackie Brooks - 0419936779.

Email: [communications@exmouthwa.com.au](mailto:communications@exmouthwa.com.au)

*All applications must be submitted in writing to Jackie Brooks - Ningaloo Visitor Centre Chair Person*

Selection criteria addressed online by the closing date 17/8/2018.