



Visitor Information Centre Officer – Casual

Availability to work weekends and public holidays is essential.

We are seeking applicants with exceptional customer service, administration and communication skills to join our dynamic team at the Visitor Information Centre. This role plays an integral part in promoting tourism, local and lifestyle events within the Mount Isa Shire. You will have a professional demeanour, strong interpersonal skills and a genuine passion for working with people.

In this role, you will support the Centre Manager with the successful day to day operation of the Visitor Information Centre, whilst delivering a range of services to the Centre including:

- Assistance in the day to day of Mount Isa Shire's Visitor Information Service.
- Promotion and attraction of tourism and events within the Mount Isa Shire.
- Provision of tourism and lifestyle information for locals, visitors, and potential residents.
- Administration support including responding to general client enquiries (telephone and email), collecting visitor statistics and feedback to the Centre.
- Merchandise sales, cash handling, stock control and reporting.
- Process bookings for visitors to the Centre attractions.
- Answer inquiries from tourists and offers suggestions about tours, travel routes, accommodation and local customs.
- Provide literature and information on local tours and places of interest.

The successful candidates will need to demonstrate how they meet the criteria below:

- Excellent customer service skills with the ability to communicate effectively (oral and written).
- Demonstrated knowledge of the Mount Isa Shire tourism and greater region, or willingness to learn. Local knowledge is an advantage.
- Ability to set priorities, take initiative and work to deadlines.
- Competent in the use of Microsoft suite of products and other IT systems.
- Experience in marketing, tourism and customer service is advantageous.

Applicants may be required to undertake and pass a pre-employment medical.

Applications Close: 5pm on Monday 10 May 2021

Please send your resume and covering letter outlining your suitability to the Casual Visitor Information Centre Officer role to: HR@mountisa.qld.gov.au

MICCOE is an equal opportunity employer with a non-smoking work environment

Applicants must be eligible to live and work within Australia