



Visitor Centre Officer

Tom Price

Application Package

April 2022



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Advert

Visitor Centre Officer

Residential – Tom Price | Casual Pool

\$35.84 per hour negotiable, dependent on skills and experience

About the Position

We have an exciting opportunity for a casual position of Visitor Centre Officer.

Reporting to the Visitor Centre Coordinator, this position supports the operations of the Visitor Centre, primarily addressing frontline enquiries of visitors, and to be the frontline face of the Shire Visitor Centre users on a casual basis.

Our ideal candidate will have previous experience in a customer service role and strong communication skills with a knowledge of the local area and community desirable.

All terms and conditions are as per the *Shire of Ashburton Enterprise Agreement 2017*.

For further information regarding this exciting opportunity, please contact Liz Diver on 9188 5487.

Submitting your Application

Applications must be submitted online via the Shire of Ashburton website:
www.ashburton.wa.gov.au.

Please note: Shortlisting may commence immediately.

The Shire of Ashburton encompasses the towns of Tom Price, Onslow, Paraburdoo and Pannawonica. Our employees enjoy a relaxed lifestyle in the Pilbara region of Western Australia, set amongst the backdrop of world renowned Karijini National Park and Millstream Chichester National Park with spectacular gorges, deep red earth and are some of the oldest formations in the world and our coastline takes in the Mackerel Islands, with turquoise water and opportunities for best fishing and snorkeling.

The Shire of Ashburton is committed to diversity and strongly encourages candidates from different cultural, gender and age backgrounds to apply.

Please Note: Canvassing of Councilors or Shire Employees will disqualify. The successful applicant is required to obtain relevant police checks and to provide evidence of all claimed qualifications prior to commencing employment. We strongly encourage candidates to apply for a National Police Check upon job application.



Position Description

Visitor Centre Officer	
Position Number	JA.19
Directorate	Office of the CEO
Department	Tourism
Job Family	Officer
Reports To	Visitor Centre Coordinator
Direct Reports	N/A
Location	Tom Price
Industrial Instrument	Shire of Ashburton Enterprise Agreement 2017
Classification Level	Level 2

Vision

To contribute to the social, economic, and environmental prosperity of the Shire of Ashburton by providing in alliance with others, strong community leadership, advocacy, and cost-effective facilities and services.

Values

Respect Openness Teamwork Leadership Excellence Health and Wellbeing



About the Role

Role Objective/Purpose

Support operations of the visitor centre, primarily address frontline enquiries of visitors, and to be the frontline face of the Shires' visitor centre users.

Key Role Outcomes

In an operational capacity, ensure high quality, effective and timely visitor centre services for the Shire, which includes, among other things:

- Address visitor queries;
- Sales transactions;
- Assist with booking of accommodation and various relevant tourism services for visitors; and
- Promote community businesses, services and community events.

Work Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role and outline the required outcomes and to set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.



Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence and Health and Wellbeing which always apply, to all staff, in all roles.

Competency	Required Level
Health and Safety	Fundamental: Applies Job Safety Analysis, Safe Work Method Statements, and other safety procedures to own work and immediate work area. Maintains a safe workplace and actively participates in hazard identification and reporting. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal Legislation.
Accountability	Intermediate: Works under general supervision up to limited supervision. Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks. Receives general direction and selective checking of work.
Judgement and Decision Making	Intermediate: Work process and procedures generally routine, with exercise of some discretion. Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for complex or intricate problems in own work area and external matters. May make decisions on use of resources which may impact outside the work area or on clients. Applies knowledge from a wide range of rules.
Time Management	Intermediate: Able to manage own workload and prioritise within usual work patterns



Customer Service	Proficient: Effectively communicate with and influence clients and members of the public in the resolution of various matters within area of specialisation or expertise. The employee will reflect and always demonstrate the code of conduct of the organisation, its values and work with the highest level of integrity.
Financial Management	Fundamental: Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.
Leadership	Fundamental: Extent of leadership is setting a positive example through one's own actions to influence peers and supervisors.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Policy or Legislative Interpretation	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.
Conflict Resolution	Advanced: Able to resolve a predictable range of conflict of opinions where resolution is not immediate and negotiation skills are required.



Communications Skills	Intermediate: Business level written, and verbal language skills expected for most roles where a major portion of the communication is written. This includes ability to use standard office programs, including formatting, spellcheck and use appropriate grammar. Able to resolve minor matters.
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Drivers Licence;
- Current National Police Clearance (dated within 6 months of commencement); and
- Desirable knowledge of Microsoft Suite.

Experience, Skills, Knowledge Required of Role

- Previous experience in customer service role and strong communication skills; and
- Desirable – knowledge of local area and community.

Confirmation

I have received, read, and familiarised myself with this position description

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.



Employment Conditions & Benefits

CONDITIONS

Employment conditions are in accordance with the *Shire of Ashburton Enterprise Agreement 2017 (EA)*.

SUPERANNUATION

Along with 10.0% Superannuation guarantee

UNIFORM AND PPE

Corporate uniforms are provided as per the *EA*. Uniforms considered PPE will be provided upon commencement and will be replaced as required.

What do you need to do before applying?

COVERING LETTER

The covering letter should include the title of the position you are applying for, as well as the position reference number. You should explain why you are applying for the position, outline the relevance of your skills and how you may be contacted during normal business hours, should you be progressed to the next stage of the recruitment process.

RESUME

Your resume should be up to date and provide personal details such as your name, address, and telephone number as well as relevant work history, education, training, courses attended, qualifications and professional memberships. Relevant work history should commence with the most recent position you have held as well as the dates/period of employment. In the description of your work history give only a summary of the duties and responsibilities for each of the positions.

REFEREES

You should include in the resume the names and contact numbers of at least two (2) recent referees. It is our preference to contact referees from positions you've held which are related to the role you're applying for, if viable. At least one referee should be your current manager, alternatively a manager from a previous position may be used.

SUBMITTING YOUR APPLICATION

Please apply by clicking 'Apply' on the job ad on our website: www.ashburton.wa.gov.au



NEXT STEPS

Once you have submitted your application you should start thinking about the next steps of the recruitment process and gather documentation to address the mandatory requirements for the role, this will include:

- 100 points of ID;
- National Police Clearance;
- Current Driver's Licence; and
- Required qualifications, tickets, or other licences.

You may also be required to undergo pre-employment checks such as psychometric testing, medical assessments and drug and alcohol screening – ensure you have documentation or evidence of any medical conditions or medication prior to medical testing being conducted.





ABOUT THE SHIRE OF ASHBURTON

TOM PRICE

Some 747m above sea level, Tom Price is the highest town in Western Australia commonly referred to as the 'Top Town in WA'. It is a modern, fully serviced town, and is an ideal base for exploring the wonders of Karijini National Park which is just an hour away.

The town offers unique opportunities such as mine site tours, canyoning tours to the gorges, and a large variety of natural attractions including Mt Nameless/Jarndunmunha, Aboriginal carvings, local water holes and parks. Millstream Chichester National Park is also just a few hours away from Tom Price – Python Pool is a must!

From Tom Price you can experience everything that's makes the Pilbara so epic, not just the national parks, but WA's tallest mountains which are waiting to be conquered! Be ready to be amazed by vast red landscapes, the greatest sunrises, and sunsets you'll ever see, not to mention the clearest skies – perfect for stargazing. Tom Price is home of great events like the Karijini Experience (April) and the Nameless Jarndunmunha Festival (August). It's definitely the best home base for adventure!



*Left:
Canyoning in
Karijini National
Park*



Right:
Python Pool,
Millstream Chichester
National Park



There is also a great community spirit in Tom Price with over 70 active community groups and sporting clubs. There's everything you may need in town, or you can go sightseeing, spider walking through the gorges, swimming at Hamersley Gorge or Fern Pool and generally experience what Karijini and the Pilbara have to offer while you're here – it's worth it! Tom Price is also only half a day's drive to the magnificent Ningaloo Coast. What more can you ask for?





Mount Nameless/Jarndunmunha

Tom Price's most notable landmark is the majestic Mt Nameless. Known as Jarndunmunha to the local Indigenous people, meaning 'place of rock wallabies', the mountain is located approximately 4kms from town and 1128m above sea level.

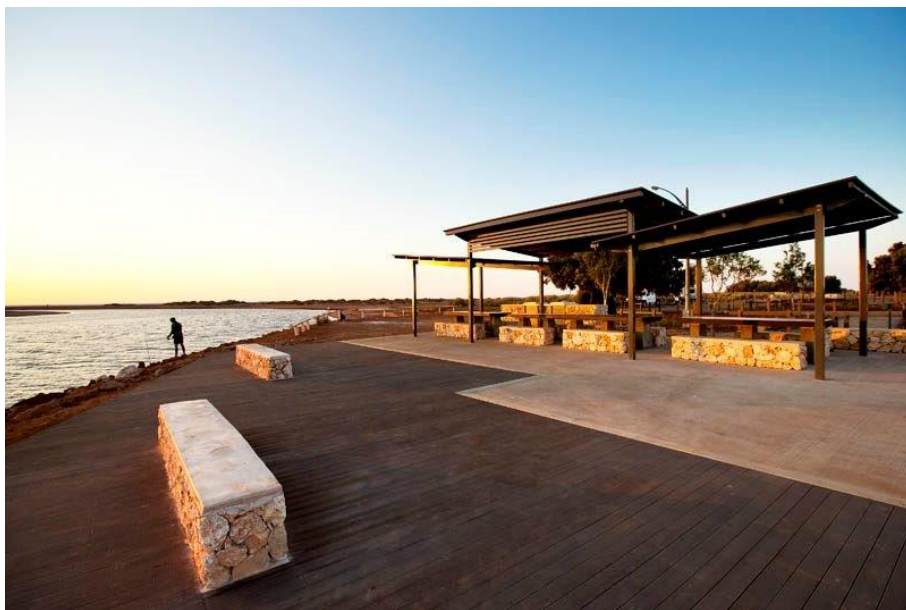
It is the highest accessible peak by vehicle in Western Australia and offers spectacular panoramic views of the township, Rio Tinto Iron Ore Mine, and the surrounding ranges. The drive is approximately 30 minutes and is accessible by 4WD only. A challenging walk from the base of the mountain is approximately a 1 - 3-hour return hike, depending on fitness levels.

Tom Price has a variety of business facilities including a post office, a hospital, chemist, mechanics, hairdressers, supermarket, boarding kennels, home hardware store, home appliance store and a choice of eateries.





ONSLOW





Onslow is the oldest town in the Shire of Ashburton and offers a variety of other scenic and historical attractions in the town and nearby, such as the Heritage Trail, Ian Blair Memorial Walkway, ANZAC Memorial, Four Mile Beach, Termite Mound Viewing Area, Bobby's Tree, Good Shed Museum and Staircase to the Moon. Of course, there are also fishing and crabbing opportunities. Onslow is also the gateway to the magnificent Mackerel Islands, and is within a few hours' drive of Coral Bay, Exmouth, and the Ningaloo Reef.

In recent years Onslow has become a hub of major industrial activity focused on natural resource extraction and is home to large scale projects such as Wheatstone LNG, Macedon Gas, Onslow Salt, the Onslow Marine Support Base, and the Shire's own Class IV Waste Management Facility which is currently in developmental stages. The town also boasts a modern airport which provides direct flights to and from Perth.

Onslow also hosts a range of new recreational facilities, catering to the sports and social needs of the community:

Onslow Aquatic Centre, consisting of a six lane 25m pool with an additional freeform beach entry area. The centre has a fully retractable shaded pool and lawn area, a kiosk to purchase hot food, snacks and cold drinks, a pro-shop full of swim training equipment. The perfect place to host a birthday party with free pool toys for entertainment and large inflatables for hire.

Multi-Purpose Complex, including a full-size sports gymnasium, as well as basketball, indoor soccer, netball, badminton, and volleyball courts.

Tennis Courts, managed by the Onslow Sports Club where keys can be obtained. The lights are operated by a coin box. There is one synthetic and one paved court.

Onslow Community Garden, a thriving garden in the centre of town which enables residents and visitors to share the pleasure of outdoor activity, wholesome food, and community spirit. Complete with BBQ facilities and a wood fired pizza oven, the garden hosts regular community events.





The other Shire towns...

PARABURDOO

Paraburdoo is a 40-year-old purpose-built mining town that lies on the desert fringe of the Hamersley Ranges.

It is renowned for its beautiful scenery, wildlife diversity and interesting short European history. Palm Springs is a permanent water source with exceptional bird watching. It is a Heritage Site for the Innawonga People, located 50km north along Paraburdoo Tom Price Road. Kelly's Pool is 8kms out of town and the local year-round water hole with picnic facilities. Paraburdoo is also where the Pilbara regions beloved 'Red Dog' was born.

PANNAWONICA

Pannawonica is a purpose-built mining town, constructed in 1970 and is one of few 'closed mining towns' in WA, a term used by mining companies to describe towns where facilities are limited for visitors and accommodation is reserved for mining staff. The town ultimately provides a home for Rio Tinto employees and their families, working out of the Pannawonica mine site. The smallest town in the Shire of Ashburton, with just under 700 residents, the quaint desert town offers a great home base for adventure!

Millstream Chichester National Park is just 100km down the road from Pannawonica – Python Pool is a must.

