

STATEMENT OF DUTIES TOURISM OPERATIONS ASSISTANT

Award:	<i>Port Arthur Historic Site Management Authority Award</i>
Classification:	General Stream Band 1
Employment Status:	Fixed term & Casual Register – part-time/casual
Location:	Port Arthur Historic Site
Department	Tourism Operations

Position Objective:

To deliver the highest level of customer service in the Tourism Operations business units (Retail, Food & Beverage and Ticketing) and to provide accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites.

Assigned Primary Duties:

- Undertake Tourism Operations related duties ensuring accuracy of transactions and the delivery of customer service is of the highest standard
- Provide relevant and accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites and the surrounding regions and to maintain that knowledge
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes
- Undertake any miscellaneous duties and responsibilities as requested by your Manager pertaining to total quality service delivery at the Port Arthur Historic Sites

Responsibilities:

Tourism Operations Assistants are at the forefront of the Port Arthur Historic Site. It is important that the incumbent of this position presents a positive image of PAHSMA and provides exemplary service and accurate information to visitors. Tourism Operations Assistants are responsible for proper receipt and secure handling of money. As expertise increases the incumbent will be expected to assume more responsibility of how skills are applied and tasks are completed.

The incumbent is responsible for attendance to duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance. Regular liaison is required with other team members, internal and external stakeholders and the incumbent is expected to be courteous and well presented at all times. The incumbent is also responsible for appropriate use of tools, equipment and resources.

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

The service needs and employment opportunities at the Port Arthur Historic Site vary depending on seasonal fluctuations. Additionally, in recent years PAHSMA has experienced significant growth in the number of international visitors, particularly from countries such as mainland China. Given this increasing service need, PAHSMA welcomes applications from individuals with proficiency in languages other than English.

Positions at this level involve the following Work Health & Safety (WHS) responsibilities:

- Exercise reasonable care in the performance of duties consistent with WHS legislation, policies and procedures
- Report and document all accidents/incidents
- Awareness of procedures contained in the Emergency Management Plan

Direction/supervision received:

The Tourism Operations Assistant will carry out duties under established processes and procedures and will report to the relevant Tourism Operations business unit Manager.

Vaccinations/Health Surveillance:

The following is recommended for this position:

Nil

Knowledge and Skills (Selection Criteria)

1. Good communication and interpersonal skills including the ability to easily initiate contact with new customers
2. Ability to work under supervision, take instruction and undertake training and assessment
3. Ability to work as part of a team and provide assistance to other team members
4. Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service
5. Understanding of, or the ability to acquire, skills required to carry out general Tourism Operations duties which include the use of point of sale computers and receiving and reconciling money
6. Awareness of Work Health and Safety issues.

Qualifications and Requirements:**Essential:**

Nil

Desirable:

- Certificate in Hospitality or Retail or Tourism
- Responsible Service of Alcohol (RSA) Certificate (if employed in Food & Beverage)

Working Environment:

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state, national and international level. The Port Arthur, Coal Mines and Cascades Female Factory Historic Sites are among eleven historic places that together form the Australian Convict Sites World Heritage Property. They are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

The Port Arthur Historic Site Management Authority is committed to high standards of performance in relation to Occupational Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise and promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

Our Vision:

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

Our Purpose

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

Our Core Functions

- Creating a unique, enjoyable and interactive visitor experience
- Practicing excellence and expertise in conservation and tourism management
- Valuing our people
- Ensuring our financial viability
- Considering our communities

Our Values

- **Unity** – We work as one to achieve PAHSMA’s Vision and Purpose
- **Accountability** – We hold ourselves, and each other, accountable for our actions and behaviours
- **People Matter** – We acknowledge and show respect to our people – past, present and future
- **Passion and Pride** – We are committed to being world class

The Port Arthur Historic Site Management Authority is a smoke-free working environment and, as such, smoking is prohibited in the workplace including the grounds and PAHSMA vehicles.

The working environment of the Port Arthur Historic Site Management Authority is governed by:

State Service Principles

The State Service Principles (the Principles) are contained in section 7(1) of the *State Service Act 2000*. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles.

The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Authority and that the Principles are applied to all Authority decision-making and activities.

Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the *State Service Act 2000*. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Chief Executive Officer of the Port Arthur Historic Site Management Authority has legislative authority to investigate an allegation of a breach of the Code and to impose a sanction where a breach has been determined.

The *State Service Act 2000* and Employment and Ministerial Directions can be found on the State Service Management Office website at http://www.dpac.tas.gov.au/divisions/ssmo/employment_directions

Carol Armstrong

HUMAN RESOURCES MANAGER

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Certified Correct

Date / / ...

Stephen Large

CHIEF EXECUTIVE OFFICER

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Approved / Not approved

Date / / ...