Position Description

Position Information			
Position title	Trainee Visitor Services Officer	Classification	Trainee – National Training Wage (Certificate III traineeship)
Section	Community Services – Coolgardie Visitor Centre and Museum	Location	Coolgardie Visitor Centre and Museum, with rotations to Kambalda
Status	Full-time, fixed-term traineeship (12 months)	Contract Hours	1.0 FTE – 38 ordinary hours per week, rostered across Visitor Centre opening hours, including paid training time
Reports to	Coolgardie Place Manager	Award	Local Government Industry Award 2020

Key Focus of Section	Key Focus of this Position
The Coolgardie Place team delivers frontline community, visitor and heritage services in Coolgardie, including the Visitor Centre and Museum, visitor information, tourism promotion, heritage collections, community programs and events. The section promotes Coolgardie as a welcoming heritage destination and a connected community.	This traineeship gives a local person a structured pathway into tourism and local government while completing the SIT30122 Certificate III in Tourism. Under supervision, the trainee provides friendly, accurate visitor information and customer service at the Coolgardie Visitor Centre and Museum, and gains broader experience through rotations across Shire teams.

Shire Vision
A connected, progressive and welcoming community.

Shire Values
Honesty – fair and ethical conduct; Accountability – quality in everything we do; Respect – treating colleagues and customers with respect; Professionalism – pride and commitment to high-quality service delivery.

Shire Purpose Statement
To serve the communities of the Shire of Coolgardie through accountable governance, responsible resource management and quality local services

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Position Outcomes	
Accountability Area	**Outcome**
Service delivery / operations	Visitor Centre and Museum front-of-house services are delivered reliably during rostered hours, in line with Visitor Centre procedures and the trainee's training plan.
Customer and community service	Visitors, residents and businesses receive friendly, accurate and timely information on local attractions, heritage sites, trails, events and Shire services, and enquiries are referred or escalated appropriately.
Compliance, governance and records	Visitor statistics, sales, enquiries and training records are accurately recorded in approved systems, and RTO, DTWD Apprenticeship Office and Shire traineeship requirements are met.
People, contractors and volunteers	Works cooperatively with staff, volunteers and partner organisations, takes part in supervision and mentoring, and progresses against the agreed training plan. The position has no supervisory responsibility.
Budget, assets and procurement	Cash handling, receipting, merchandise sales and stocktakes are completed accurately under supervision, and Visitor Centre equipment, displays and collection items are cared for.
Projects, events and improvement	Contributes to visitor experience improvements, digital promotion and Shire and community events as directed, and completes the Certificate III in Tourism within the traineeship period.
Risk, WHS and incident response	Hazards, incidents and near misses are reported promptly, safe work procedures are followed, and emergencies are responded to in line with Visitor Centre procedures and training.

Position Requirements		
Skills	**Essential**	**Desirable**
• Friendly, clear communication and customer service skills in person, by phone and by email.	☒	☐
• Basic computer skills, including email, Microsoft Office and internet use.	☐	☒
• Ability to follow instructions, manage own time and work as part of a small team.	☒	☐
• Basic numeracy and cash-handling skills.	☐	☒
Knowledge		
• Interest in, and willingness to learn about, Coolgardie's heritage, attractions and the wider Goldfields region.	☒	☐
• General knowledge of local attractions, events and services in Coolgardie and Kambalda.	☐	☒
• Awareness of safe work practices and the need to keep customer information private.	☐	☒
Experience		
• No previous tourism or local government experience is required.	☐	☐
• Experience in retail, hospitality, customer service, volunteering or a school work placement.	☐	☒

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Position Requirements		
Qualifications		
• Commitment to enrol in and complete the SIT30122 Certificate III in Tourism as a registered trainee.	☒	☐
• Completion of Year 10 or equivalent.	☐	☒
• Current First Aid certificate (HLTAID011 or equivalent).	☐	☐
Licences and checks		
• Eligible under the DPIRD Regional Traineeship Program: has not worked for the Shire for more than six months in any capacity and has not previously been a trainee funded under the program.	☒	☐
• Evidence of legal working rights in Australia.	☒	☐
• Satisfactory National Police Clearance and pre-employment medical, including drug and alcohol assessment.	☒	☐
• Working with Children Check, or the ability to obtain one before starting.	☐	☐
• Current C Class driver's licence.	☐	☒

General Physical Requirements

An occupational health provider assesses the applicant/employee fitness to successfully perform the essential functions of the position and considers the following:

Frequency (☒ as required)					Frequency (☒ as required)				
	Mainly	Frequently	Occasionally	N/A		Mainly	Frequently	Occasionally	N/A
Stand	☐	☒	☐	☐	Climb/Balance	☐	☐	☒	☐
Walk	☐	☒	☐	☐	Crouch/Kneel	☐	☐	☒	☐
Sit	☐	☒	☐	☐	Talk/Hear	☒	☐	☐	☐
Handle	☐	☒	☐	☐	Taste/Smell	☐	☐	☐	☒
Reach	☐	☐	☒	☐					

While performing the duties of this job, the incumbent may reasonably be expected to occasionally manually handle loads of a varying nature. Notwithstanding, the incumbent is still required under their general Duty of Care to adopt safe work practices by taking appropriate precautionary measures to identify, assess and control risks in accordance with statutory requirements and the Shire's Risk Management Framework.

Organisational Relationship

One level above: Coolgardie Place Manager (direct supervisor and workplace mentor).

This position: Trainee Visitor Services Officer (no direct reports).

Works closely with: Visitor Centre and Museum staff and volunteers; customer service and administration staff; Kambalda Place Manager and Community Services Officers during rotations; People, Culture & Safety team (traineeship administration and wellbeing).

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Organisational Relationship
External: Registered Training Organisation (RTO); DTWD Apprenticeship Office; Department of Primary Industries and Regional Development (grant funder); tourism operators, local businesses, community groups and visitors.

Extent of Authority and Accountability
Working under the direct direction of the Coolgardie Place Manager, the incumbent is accountable for the efficient and effective delivery of the key responsibilities outlined in this position description and agreed performance indicators, with authority to act within approved delegations, policies, procedures, budgets, service levels and lawful directions. Extent of authority is governed by: • The statutory provisions of the Local Government Act 1995 and other relevant legislation; • Council formal delegations, authorisations, policies, procedures, organisational practices and approved budgets. Where the position holds delegated authority or is otherwise a designated employee, Primary and Annual Return obligations apply. This position does not have delegated authority. Primary and Annual Returns are not required. This position has no financial delegation. Visitor Centre sales, receipting and cash handling are carried out under supervision in accordance with the Shire's cash-handling and receipting procedures.

General Corporate Accountabilities	
Accountability	**Required Standard**
Work Health and Safety	Take reasonable care for own health and safety and ensure acts or omissions do not adversely affect others. Follow reasonable WHS instructions, use required PPE, report hazards/incidents, participate in risk controls and meet supervisory/officer/contractor responsibilities where applicable.
Code of Conduct and ethical behaviour	Comply with the Shire Code of Conduct, values, conflicts of interest, gifts, secondary employment, confidentiality and professional conduct requirements.
Customer service and community focus	Provide respectful, timely and helpful service to residents, visitors, businesses, community groups, contractors, elected members and stakeholders within the scope of the role.
Records and information management	Create, capture and maintain complete and accurate records in approved Shire systems in accordance with the Shire Recordkeeping Plan and lawful retention requirements.
Equal opportunity and respectful workplace	Contribute to a workplace and service environment that is inclusive, lawful and free from discrimination, harassment, bullying and victimisation.

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General Corporate Accountabilities	
Accountability	**Required Standard**
Child safety and vulnerable people	Where the role involves children, young people or vulnerable community members, comply with relevant screening, reporting, supervision, privacy and safeguarding requirements.
Financial stewardship and procurement	Use Shire resources responsibly and comply with procurement, purchasing, asset, fleet, receipting and financial controls relevant to the role.
Emergency management and business continuity	Support emergency management, service continuity, public information and facility response activities when allocated and trained to do so.
Employment Conditions and Roster Notes	
Condition	**Details**
Ordinary hours and roster	38 ordinary hours per week (1.0 FTE), worked on a roster aligned to Visitor Centre opening hours, which may include weekends and public holidays. Includes paid time for off-the-job training with the RTO. Breaks in accordance with the Award.
Overtime / penalties / on-call / call-back	Overtime is not generally expected. Any additional hours, or weekend and public holiday work outside the agreed roster, must be approved in advance by the Coolgardie Place Manager and paid in accordance with the Award and Shire policy.
Part-time agreed additional hours	Not applicable – full-time traineeship.
Leave restrictions / peak periods	Leave may be restricted during peak visitor periods, school holidays and major Coolgardie events, and must be planned around RTO training and assessment commitments.
Uniform / PPE / equipment	Shire uniform and name badge provided and to be worn. Enclosed footwear required.
Travel / accommodation / vehicle	Occasional travel between Coolgardie and Kambalda for rotations, training and meetings. Possible travel for RTO training and for a Leeuwin Ocean Adventure voyage of up to 7 days, arranged and funded by the Shire.
Remote work / flexibility	Not applicable – the role is site-based.
Traineeship conditions	Fixed-term, full-time traineeship of 12 months, funded through the DPIRD Regional Traineeship Program. The trainee must commence no later than 31 December 2026 and complete the traineeship by 31 December 2027. The trainee is registered with the DTWD Apprenticeship Office through the RTO and is employed only for the purpose of the traineeship. Employment ends at the end of the traineeship unless a separate position is offered.

Position Description Certification	
Prepared by: People, Culture & Safety Lead	Effective Date: November 2026

Position Description

Position Description Certification	
I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description. I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities. Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements.	
Staff Signature:	Date:

Approval	
Approved by	Sabine Taylor
Position	Chief Executive Officer
Signature	
Date	

Position Description

Attachment A - Task List / Activity Schedule

This attachment converts the Service-to-Role Responsibility Matrix into practical PD duties. A = Accountable, R = Responsible, S = Support, C = Consulted, I = Informed. Kambalda-only service lines are excluded unless cross-town support is assigned by the CEO or Executive Manager.

Matrix ID	Function	Service / Activity	Frequency / timing	Responsibility	Output / evidence	System / record	Risk / compliance note	Review notes
1	Visitor information	Greet visitors and provide information on attractions, heritage sites, trails, accommodation, events and Shire services.	Daily (rostered)	R	Visitor enquiry tally / visitor statistics	Visitor statistics register	Accurate, current information; refer complaints and complex matters to supervisor	Review statistics monthly with Place Manager
2	Customer service	Respond to counter, phone and email enquiries and record requests that need follow-up.	Daily	R	Customer request record / email response	CRM / records system	Privacy, respectful service and escalation requirements apply	Confirm escalation pathway at induction
3	Sales and cash handling	Process merchandise sales, bookings and payments; complete daily takings reconciliation under supervision.	Daily	R (under supervision)	Receipts / daily takings reconciliation	POS / finance system	Cash-handling and receipting procedures apply	Supervisor sign-off of reconciliation
4	Stock and displays	Restock brochures and merchandise, assist with stocktakes and keep displays tidy and current.	Weekly / as required	S	Stock records / stocktake sheet	Stock register	Manual handling; use step platforms correctly	Stocktake as scheduled
5	Museum and heritage	Assist with care of museum displays, opening and closing of exhibits and heritage enquiries.	Weekly / as required	S	Display checklist / enquiry record	Collections register / evidence folder	Handle collection items only as instructed	As directed by Place Manager
6	Digital promotion	Help prepare website, social media and visitor content, including event listings.	Weekly	S	Draft posts / content calendar	Website / social media / Canva	Supervisor approval before publishing; Shire style guide applies	Monthly content review
7	Events and programs	Support approved Shire and community events and visitor programs, including set-up, information stalls and pack-down.	Scheduled / seasonal	S	Event checklist / visitor numbers	Activity calendar / evidence folder	WHS, child safety and event risk assessment apply	Only for approved and resourced events

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Matrix ID	Function	Service / Activity	Frequency / timing	Responsibility	Output / evidence	System / record	Risk / compliance note	Review notes
8	Traineeship and training	Complete RTO units, assessments and workplace evidence; attend supervision and training plan reviews.	Weekly / monthly	R	Training plan / RTO progress reports / supervision notes	RTO portal / HR file	DTWD registration; DPIRD reporting and acquittal deadlines	Monthly progress check; formal review at 3, 6 and 9 months

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Attachment B - Key Duties, Accountabilities and Expected Outputs

Key Duties, Accountabilities and Expected Outputs		
Accountability Area	**Key Duties / Responsibilities**	**Expected Outputs / Evidence**
Service delivery / operations	Open and close the Visitor Centre and Museum as rostered; provide front-of-house visitor services; follow Visitor Centre procedures.	Rostered shifts covered; opening and closing checklists completed.
Customer and community service	Provide accurate visitor information and customer service in person, by phone and email; refer enquiries and complaints to the right officer.	Visitor enquiry statistics; customer requests recorded and followed up.
Compliance, governance and records	Record visitor statistics, sales and enquiries in approved systems; save records in line with the Recordkeeping Plan; meet RTO and DTWD traineeship requirements.	Accurate monthly statistics; complete records; DTWD registration and RTO enrolment current.
People, contractors and volunteers	Work cooperatively with staff and volunteers; attend supervision and mentoring sessions; complete agreed rotations across Shire teams.	Supervision notes; rotation records; training plan reviews completed.
Budget, assets and procurement	Process sales and receipts under supervision; assist with stock control and stocktakes; care for Visitor Centre equipment, displays and collection items.	Daily reconciliations signed off; stocktake records; equipment issues reported.
Projects, events and improvement	Contribute to digital promotion, visitor experience improvements and approved events; complete all Certificate III in Tourism units on time.	Content drafts; event checklists; RTO progress reports; qualification completed by end of traineeship.
Risk, WHS and incident response	Follow safe work procedures; report hazards, incidents and near misses promptly; take part in emergency drills and WHS training.	Hazard and incident reports lodged; induction and WHS training records.