

ancient land tours

Position Title: Visitor Services Officer – Level 8

Location: Ceduna Visitor Information Centre

Employment Type: Full-time

About the Role:

As a Visitor Services Officer, you will play a vital role in delivering exceptional experiences for visitors to Ceduna and the Far West of South Australia. You will provide customer service, promote local tourism, and support sustainable and respectful tourism practices. Your role will involve collaborating with the community to showcase the natural, historical, and cultural values of the region.

Key Responsibilities:

- Deliver quality customer service, providing information, advice, and assistance to visitors.
- Oversee front desk operations, including sales, stock control, and maintaining a welcoming environment.
- Promote and sell tourism products, fostering awareness of the region's natural and cultural significance.
- Manage social media to inspire and engage potential visitors.
- Ensure the centre is safe, clean, and comfortable, including maintaining facilities (e.g., toilets).
- Build collaborative relationships with local businesses, Aboriginal stakeholders, and the broader community to enhance visitor experiences.

Selection Criteria:

1. Demonstrated passion for tourism and sustainability, with energy for engaging with people.
2. Strong customer service skills, including the ability to communicate tactfully and professionally with diverse audiences.
3. Relevant experience in tourism, hospitality, or sales, with knowledge of the Far West of SA an advantage.
4. Excellent organisational and time management skills, with high attention to detail.
5. Proficiency in office software and social media platforms.
6. Ability to work flexibly, including weekends, and as part of a team.

7. Current Police Check, Working with Children Check, and valid driver's licence.

Desirable Skills:

- Barista skills and prior experience in hospitality.
- Knowledge of Aboriginal culture and history (non-interpretive), with cultural sensitivity and respect for Aboriginal business practices.

Benefits:

- Above-award pay rates, including 11.5% superannuation.
- Supportive and inclusive work environment.
- Opportunities for professional growth and development.

For enquiries, contact Steve Milner at **0438 034 158** or visit the Ceduna Visitor Information Centre for a chat.

How to Apply:

Submit your application, addressing the selection criteria, along with your resume and two referees to steve.milner@ancientlandtours.com or PO Box 514, Ceduna, SA 5690. Applications close **12:00 noon, Friday, 7 February 2025**.

We are an equal opportunity employer. We value diversity in our workforce and welcome applications from everyone.