

Position Description

Tourist Officer – Siding Spring Observatory

Overview

Siding Spring Observatory is home to Australia’s national telescopes. In the vicinity of the Warumbungle National Park, the site is a perfect tourist drawcard, and the ANU have recently opened this opportunity to third party supplier Dark Sky Traveller on a trial basis. The company has a history of over 30 years in travel and tourism events, specialising in astronomy and science themed activities. This is a newly created casual position, that is searching for two people to guide and drive ambitious programs that can be taken into the future.

Values



Primary purpose of the position

The Tourist Officer delivers high quality customer service to develop and enhance the visitor facilities of the region and to promote tourism at Siding Spring Observatory. The role is focused on stimulating growth to portray a positive image of Siding Spring Observatory to produce economic benefits for the region and provide guests with a memorable learning experience.

Key accountabilities

Within the area of responsibility, this role is required to:

- Maintain current knowledge of the site's tourism services, products and activities and build positive relationships with other tourism providers in the region
- Represent Dark Sky Traveller and Siding Sprig by providing informative, responsive and professional customer service across a range of mediums about a variety of products, achieving a high level of customer satisfaction.
- Maintain, monitor and develop tourism collateral, products and services, ensuring physical and digital displays and stocks are ample, current, informative and easily accessible to customers.
- Contribute to the maintenance and development of the sites corporate and tourism services to complement the day-to-day activities
- Report and assist the maintenance and safety of the sites public areas
- Coordinate guides rosters to support future activities and ad hoc events
- Maintain, monitor and develop merchandise and kiosk sales.
- Attend events in the region to provide support to the team and to maintain current knowledge of tourism activities and products.
- Maintain strong relationships with Siding Spring Staff/ ANU / RSAA ensuring participation in site initiatives, safety, programs, and promotional opportunities

Key challenges

- Working in a remote environment with multiple and sometimes competing stakeholders both on site and externally
- Maintaining current knowledge on the site's tourism products and services to consistently deliver high quality customer service as the first point of contact for visitors seeking information about the region.
- Working effectively and constructively with minimal supervision ensuring responsibility for tourism activities on a day-to-day basis.

Key dimensions

Decision making

The role has responsibility to make decisions regarding the prioritisation of tasks and the provision of customer facing information services to customers and the efficiency and effectiveness of the management of complaints.

Reports to - Dark Sky Traveller Director
Direct reports – Tour guides
Indirect reports – Siding Spring Observatory RSAA and ANU staff

Essential requirements

- Customer focussed service industry experience.
- Current Driver's Licence.

Key internal relationships

Who	How
Director Dark Sky Traveller	Receive guidance and provide regular updates on key projects, issues and priorities. Identify emerging issues/risks and the implications and propose solutions. Escalate sensitive or complex matters.
Guides	Relay guidance and provide regular updates on key projects, issues and priorities. Coordinate training Oversee rostering and staff tasks
Siding Spring Staff and Directors	Identify emerging issues/risks and the implications and propose solutions. Relay daily activities or changes in program that may impact the site

Key internal relationships

Who	How
Guests and Travellers	Provide welcoming environments for all guests, travellers and tour participants
Visitors Centres	Work collaboratively to promote Tourism in region. Provide advice and share information.
Community	Work collaboratively to promote Tourism in region. Incorporate community in site events and work collaboratively with local events

Capabilities for the role

The following framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance with the role: *"people like us, doing things like this"*. This builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce.

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold.

Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> Adapts quickly to changed priorities and organisational settings Welcomes new ideas and ways of working Stays calm and focused in difficult situations Perseveres through challenges Offers own opinion and raises challenging issues
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Encourages an inclusive, supportive and co-operative team environment Shares information and learning within and across teams Works well with other teams on shared problems and initiatives Looks out for the wellbeing of team members and other colleagues Encourages input from people with different experiences, perspectives and beliefs Shows sensitivity to others' workloads and challenges when asking for input and contributions
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness