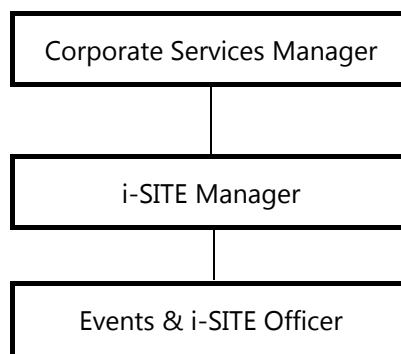


POSITION DESCRIPTION



Job Title:	Events & i-SITE Officer
Responsible To:	i-SITE Manager
Responsible For:	Nil Staff
Position Purpose:	This job exists to: <i>"Increase the social and economic well-being of Ōpōtiki by assisting with events/ promoting tourism and providing information to visitors to the i-SITE."</i>
Date:	June 2018

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

Residents and ratepayers
Visitors to the region
Tourism Service Operators
Local, regional and national businesses

Internal

All staff
Elected Members

KEY RESULT AREAS

The position of **i-Site Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p>i-SITE Customer Service and Administration</p> <ul style="list-style-type: none"> • Customers are fully informed of the district and responded to in a friendly manner • Researching information as required, make bookings and issue tickets • Visitor Information stand is well stocked, visually appealing and brochures are current • Databases and website are maintained and visitor and inquiry statistics are current. 	<ul style="list-style-type: none"> • Enquires are answered promptly and accurately and customer feedback is positive • Information is accurate, and booking standards, and legal requirements are met • The Visitor Information stand looks professional and complies with VIN Standards • Information is accurate, and current.
<p>Events Promotion and Co-ordination</p> <ul style="list-style-type: none"> • Promoting Ōpōtiki as a Tourism, visitor and event destination • Maintaining positive relationships with event organisers to promote and assist in programming of events • Supporting team member for event information and delivery 	<ul style="list-style-type: none"> • Events are well attended and customer feedback is positive • Events Calendar is up to date, banners erected on time and database is current • Events across the Eastern Bay of Plenty are successfully coordinated.
<p>Relationships/communication</p> <ul style="list-style-type: none"> • Ensuring the relationship between the Council and its key external stakeholders is positive and constructive • Representing Council at appropriate events, meetings and conferences • Building effective relationships with the other staff across Council 	<ul style="list-style-type: none"> • Customers are satisfied and feedback is complimentary • Relationships with key decision-makers and opinion leaders in the community is positive and constructive • Communications material is well managed, accessible and filed appropriately.
<p>Personal Development</p> <ul style="list-style-type: none"> • Developing and maintaining professional knowledge and contacts • Attending training in Tourism (visitor information) or industry accepted equivalent 	<ul style="list-style-type: none"> • Identify and undertake sufficient training to maintain knowledge to undertake allocated tasks • Attend training opportunities relevant to position and the Council • i-SITE accreditation is maintained.
<p>Health and Safety</p> <ul style="list-style-type: none"> • Take all reasonable care to ensure the health and safety of yourself and others • Comply with Ōpōtiki District Councils Health and Safety Policy and Procedures and any other reasonable instructions 	<ul style="list-style-type: none"> • Events, near misses and injuries are reported in accordance with organisations requirements • Engage in and promote health and safety in work area

<p>Civil Defence</p> <ul style="list-style-type: none"> • Undertake necessary training to ensure Preparedness for Emergency Management 	<ul style="list-style-type: none"> • Support is provided during an emergency
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Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your Manager.

Note:

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

PERSON SPECIFICATION

- Computer literate with good keyboard skills
- Customer Service experience
- Visitor industry locally and /or nationally

Key Job Competencies

- A high standard of communication, interpersonal and oral skills
- A passion for working with people and a team player who 'goes the extra mile'
- A problem solver with initiative and able to work independently
- An enquiring mind who is able to research and gather information

 Manager

 Date

 Position Holder

 Date