VISITOR EXPERIENCE ASSISTANT
POSITION DESCRIPTION

Position Title:	Visitor Experience Assistant
Responsible To:	Visitor Services Lead, Visitor Economy
Council Portfolio:	Corporate Services
Council Program:	Adelaide Economic Development Agency
Classification Level:	Salaried, Level 2

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The role of Adelaide Economic Development Agency (AEDA), a City of Adelaide (CoA) subsidiary, is to accelerate economic growth in the CoA by attracting investment and supporting businesses, growing the visitor economy, supporting residential growth, growing an annual events calendar and marketing the city as a whole.

Key Relationships / Interactions

Internal	Members of the Visitor Economy Program Volunteers in the Visitor Information Service (VIS) Employees across the AEDA Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	State Government bodies such as South Australia Tourism Commission Tourism Industry Council of SA Local Tourism information/service providers Regional Tourism Managers State of Library of South Australia Community members and groups



Primary Purpose	As part of the AEDA Program the Visitor Experience Assistant will deliver and support high-quality visitor information services across both mobile and centre-based environments, ensuring every interaction is welcoming, informative and exceeds expectations. The role encourages visitors and locals to explore more of Adelaide and South Australia, maximising their stay through up-to-date knowledge, proactive engagement and exceptional customer service.

Responsibilities	The Visitor Experience Assistant is responsible for:
	• Providing welcoming and helpful visitor information to locals and visitors about attractions, events, transport options and experiences across Adelaide and South Australia.
	• Assisting visitors with directions, maps, brochures, event guides and holiday suggestions.
	• Responding to visitor enquiries in person, by phone and online.
	• Assisting visitors to use digital displays, interactive screens and online visitor information resources within the Centre.
	• Monitoring and restocking brochures and visitor information materials.
	• Maintaining the presentation and cleanliness of the Visitor Experience Centre.
	• Supporting volunteers on shift and assisting them with visitor enquiries where required.
	• Assisting with the opening and closing procedures of the Visitor Experience Centre.
	• Recording visitor interactions and assisting with basic administrative tasks where required.
	• Supporting operations of the Mobile Visitor Information Bike and covering shifts where required, which involves:
	  ○ Maintaining the security of the Visitor Information Bike and council buildings when accessing after hours
	  ○ Ensuring the Visitor Information Bike is safe to ride
	  ○ Maintaining the cleanliness of the Visitor Information Bike
	  ○ Maintaining adequate brochure stocks in the Visitor Information Bike
	  ○ Providing up to date information to visitors and tourists about Adelaide
	• Assisting with the care and storage of Mobile Visitor Bike.
	• Reporting any issues, safety concerns or operational matters to the Visitor Services Lead.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.



Position Criteria

Qualifications	Certificate II in Customer Contact	**Desirable**
People Management	Experience working collaboratively in a team and providing support to others	**Essential**
Technical Knowledge & Experience	Demonstrated experience in customer service. Able to ride an e-bike confidently and safely. Excellent general knowledge of Adelaide's community services, tourist attractions, venues and experiences.	**Essential**
Innovation & Initiative	Demonstrated ability to work independently as required.	**Essential**
Professional Development	A commitment to ongoing professional development and continuous learning. Ensure your development needs through annual performance and development process.	**Desirable**
Customer Commitment & Integrity	Demonstrated commitment to, and a thorough understanding of, the principles and practice of good customer service. A high level of resourcefulness and initiative, respect for all and excellent customer service experience.	**Essential**
Collaboration & Communication	Ability to seek and create opportunities to collaborate, inform, update and gain an understanding of the tourism industry in Adelaide. Well developed interpersonal, communication skills and conflict resolution skills. Ability to deal with unexpected events, remain objective and develop practical solutions without direct supervision.	**Essential**
Administrative Skills	Demonstrated planning, prioritisation and organisation skills. Demonstrated ability and confidence in the use of digital platforms.	**Essential**
Government Experience	Experience working in a government environment.	**Desirable**



Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Out of hours work is required in order to meet the requirement of the role. The Visitor Experience Centre operates 7 days per week.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.



Physical Demands

Role	**Visitor Experience Assistant**
Work Area	**Visitor Experience Centre and occasional outdoor locations**
Physical Demand Rating	**Medium Work**

Physical Demand	O	F	C	Description	FCA Notes
Sitting				Adjustable office chair, riding the bike	**Critical Range of Motion:** Shoulder to 120□ flexion. **Lift Capacity**: Up to 5kg. **Push / Pull Force:** Moderate force. **Environmental Factors:** Working indoors and riding the bike on public roads **Task Rotation**: Able to vary posture and position. **PPE:** Helmet, high visibility clothing, closed shoes
Standing				Can alternate posture using hot desks, some workstations are height adjust	
Walking				Short distances, may be pushing the bike	
Climbing				On / off the bike	
Push / Pull				Moderate force moving the bike	
Squatting				Accessing low cupboards and drawers	
Gripping				Computer equipment, bike handle bars, brochures	
Forward Reach				Restocking brochures, riding the bike	
Lift				Office stationary and resources, e.g. brochures and equipment on the bike	
Carry				Office equipment, folders, documents, brochures	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%)

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.