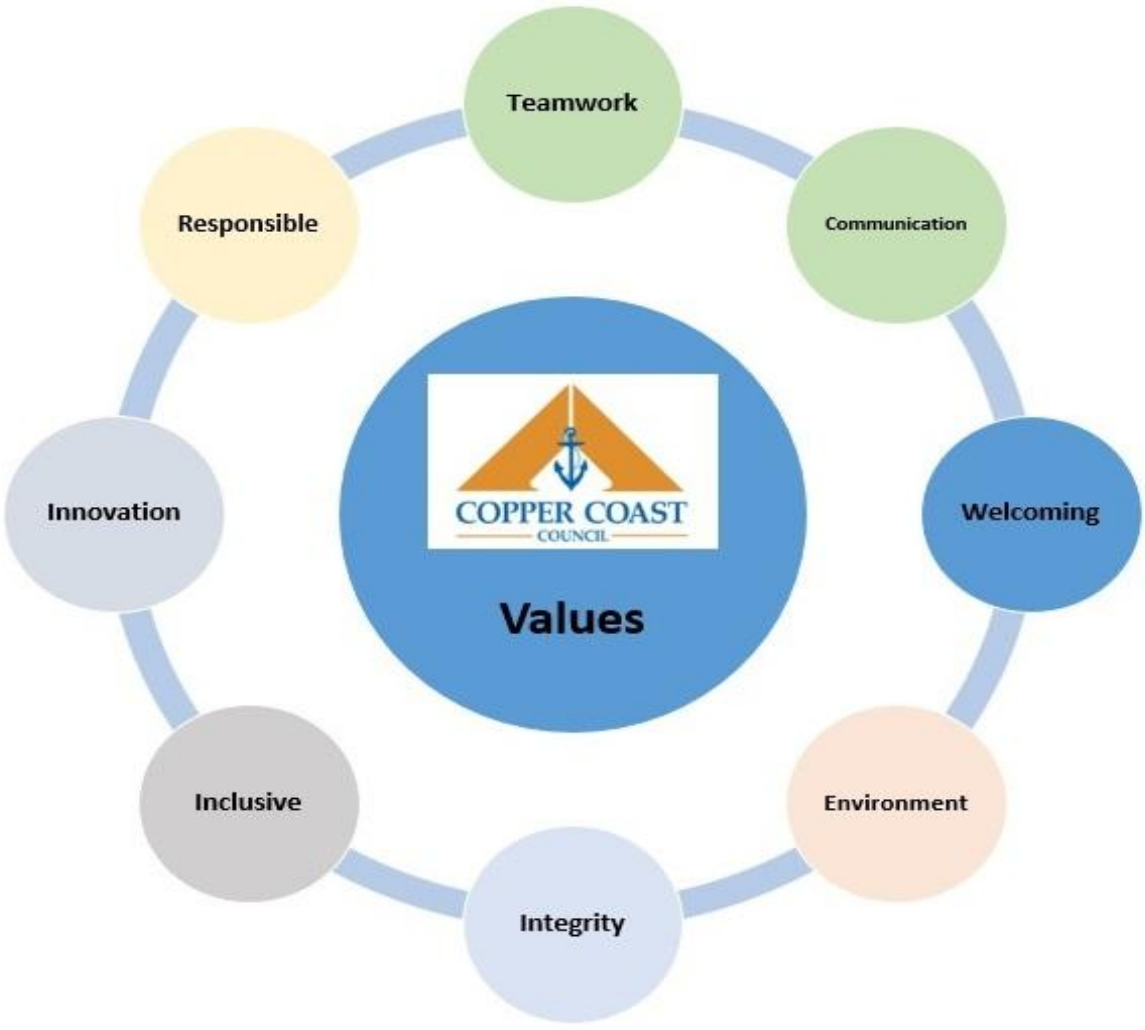
Position Description
Customer Service Officer – Tourism

Department:	Corporate & Community Services
Classification:	Level 1
Salary Range	$65,250.36 - $76,044.06
Award:	South Australian Municipal Salaried Officers Award Copper Coast Council Enterprise Agreement (SAMSOA)
Version:	One
Reviewed:	November 2026

About working with Copper Coast Council

Copper Coast Council is an innovative and progressive local government organisation committed to serving the needs of the communities across our vibrant council area. We are an equal opportunity employer committed to providing a safe working environment that embraces and values equity, diversity and inclusion.

We offer excellent conditions, flexible working arrangements, and health and wellbeing support in an encouraging, family friendly environment.



Position Description
Customer Service Officer – Tourism

Role Purpose and Objectives

The position of Customer Service Officer - Tourism plays a key role in contributing and supporting the Visitor Information Centres providing tourists and visitors with accurate and informative information about the Copper Coast area. The incumbent will work closely with the other members of the Visitor Information Centres team, including volunteers, to ensure that the needs of the visitors, tourists and community are dealt with in an efficient and professional manner.

Organisational Relationships

Reports to: Team Leader Visitor Information Centre

Internal Liaisons: All Council Staff

External Liaisons: Tourism Bodies, Tourism Operators, The Copper Coast Tourism Centre tenants, Residents and General Public

Key Responsibilities and Functions

- Deal promptly, empathetically and efficiently with customers to meet their needs, adhering to the Customer Service Charter.
- Attend to telephone and counter enquiries, taking and relaying messages where appropriate.
- Provide a general administrative function for the Visitor Information Centre including filing, photocopying and word processing.
- Perform cashiering duties including banking.
- Carry out general inputting and updating of databases to ensure the accurate collection and recording of visitor/tourist numbers.
- Liaise with members of the public and staff at all levels.
- Promote tourism in the Copper Coast region.
- Assist in the day-to-day operations of the Copper Coast Tourism Centre.
- Provide support to the volunteers working at the Visitor Information Centres.

Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.

Key Selection Criteria

Qualifications and experience

- Prior experience in tourism or a tourism related role.
- Experience with a wide range of Windows based databases and applications and ability to effectively utilise customised software.
- Well-developed customer service skills for face to face, telephone or e-mail interactions.
- Proven experience in cash receipting, cash handling and banking procedures.
- Demonstrated ability to use initiative in dealing with multiple / conflicting demands under supervision.
- Demonstrated ability to complete administrative and clerical tasks in an accurate and timely manner and to cope well under pressure.
- Demonstrated understanding of the roles and responsibilities of Council.
- Sound knowledge of current Work Health & Safety Legislation and requirements.
- Sound knowledge of administrative procedures, policies and activities applicable to the tourism sector.
- Working knowledge of online and social media platforms.
- An understanding of the area of the Copper Coast Council, tourism services and opportunities available.

Licenses and mandatory requirements

- Current South Australian Driver's License

Responsibility, Accountability & Authority

Training

- Attend training courses including compulsory training with a registered training provider
- Attendance at conferences, seminars, workshops and other training activities as appropriate to maintain an awareness of trends and issues and keep up to date with changes in legislation which may impact on Council

Extent of Authority

- Practical application of acquired skills, knowledge and an understanding of work procedures relevant to the work area
- Work outcomes are supervised and clearly defined
- Works under regular supervision

Accountability

- Ensure confidentiality of all relevant documents/activities
- Scope to exercise limited judgement and initiative within clearly established procedures and practices
- Demonstrate behaviour consistent with our organisations values
- Responsible for timeliness of own work

Quality & Continuous Improvement

- Maintain a level of professional knowledge to meet the requirements of the position and the organisation.

Records Management

- Responsible and accountable for adequately managing the corporate records created as part of the role according to Council policies, procedures and relevant legislation

Work, Health and Safety

Assist in the provision of a safe working environment for all employees of Council in accordance with the Work Health & Safety Act 2012 by:

- Performing duties, in accordance with the Regulations', Council's Codes of Practice, Policies and Procedures.
- Participate in safety training in consultation with the Work, Health, Safety & Risk Coordinator.
- Assist with regular audits of work procedures, equipment and workplaces.
- Monitor occupational health and safety within the area of responsibility.

As a matter of personal interest, and as a legal obligation, all employees have the responsibility of ensuring nothing is done to make health and safety provisions less effective. In particular, each employee shall:

- take reasonable care to protect their own health and safety at work;
- ensure that they don't endanger any other person through any act or omission at work;
- ensure that correct use is made of all equipment provided for health and safety purposes;
- obey all instructions issued to protect their own personal health and safety and the health and safety of others;
- ensure that they are not, by the consumption of alcohol or a drug, in such a state to endanger their safety at work or the safety of any other person at work;

- report all accidents, or near misses, to their supervisor, and report or make such recommendations to their supervisors as they deem necessary to avoid, eliminate or minimize any hazards of which they are aware regarding working conditions/methods;
- be encouraged to participate in the election of Work, Health, Safety Representatives
- keep their work area tidy; and
- ensure the appropriate protective clothing (PPE) is worn at all times and is suitable for the duties being undertaken.

Position Description

Customer Service Officer – Tourism

Agreement

I hereby agree to the terms and conditions of this Position Description.

Incumbent: _____

(Print)

Signature: _____Date: _____

Managers/Director: _____

(Print)

Signature: _____Date: _____

CEO: _____

(Print)

Signature: _____Date: _____