

APPENDIX 1

Stratford District Council

Job Description

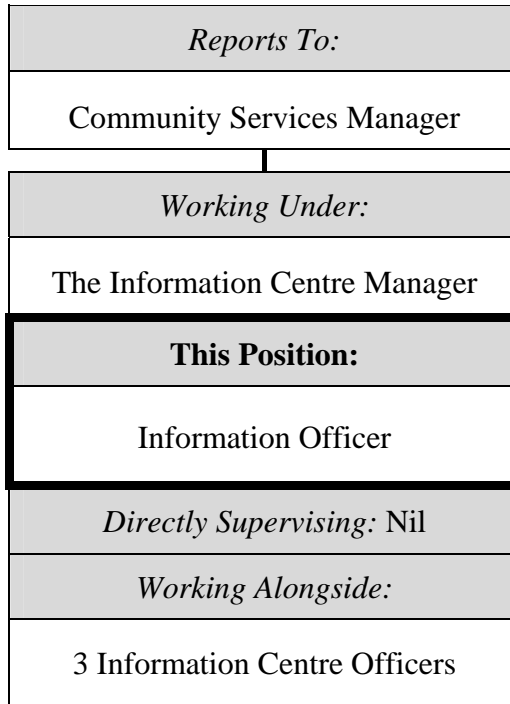
| | | | |
|------------------|---------------------|--------------------|--------------------|
| Position: | Information Officer | Department: | Community Services |
| Date: | September 2010 | Location: | Stratford |

| Functional Relationships | | |
|---|------------------|--|
| <i>External:</i> | <i>Internal:</i> | <i>Committees/Groups/ Professional Affiliations:</i> |
| Visitors to the district Tour operators Sports groups | | Community Groups AA Members |

| Community Services |
|---|
| <p>This department is to function as the Council's delivery arm for the social, economic and cultural well-beings. The department includes the Information Centre and Library as providers of information related services. The department also provides or advocates for social services on behalf of youth, senior citizens and everyone in-between. The department fosters economic and business growth within the District.</p> |

| Main Purpose of the Job |
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| <p>To provide a professional and efficient service relating to the activities of the Information Centre.</p> <p>To act as the first point of contact to visitors and local residents in the Community and to provide them with comprehensive, objective and accurate information regarding visitor attractions, accommodation, transport, Automobile Association and general information in respect of the district.</p> <p>To sell and place bookings on visitors behalf for attractions, accommodation and transport.</p> <p>To process a full range of AA products and services.</p> <p>To support the effective and efficient operation of the office, and maintain the Visitor Centre on a daily basis.</p> |

Organisational Context



Authority Limits

The Information Officer does not have delegated authority to commit expenditure.

| KEY ACCOUNTABILITY AREAS (KAA) | KEY RESULT AREAS (KRA) |
|---------------------------------------|--|
| <i>Information Officer</i> | |
| Enquiries | <p>Conversant with appropriate Council functions and local and Taranaki visitor facilities for enquiries</p> <p>Efficient and courteous service</p> <p>Good public image</p> <p>Meeting needs of visitors and residents</p> |
| Bookings | <p>Carrying out bookings for accommodation, tourist services, rail, bus and ferry services.</p> <p>Ensure all monies are recorded and accounted for.</p> <p>Correct legislative procedures are adhered to when making a booking.</p> |
| Brochure Updates | <p>Recording and updating brochure requirements and keeping information stands maintained with full supply of brochures and pamphlets.</p> |

| KEY ACCOUNTABILITY AREAS (KAA) | KEY RESULT AREAS (KRA) |
|--|--|
| Computer Skills | Ability to efficiently use the computer software packages such as Microsoft Word and Microsoft Excel and have a working knowledge of the internet and websites. |
| AA Express Service | <p>Provide on the job training as required.</p> <p>To operate the AA Express booth in terms of the Land Transport Safety Requirements and issue licences etc. pursuant to the Land Transport Act.</p> <p>Ensure all records and financial requirements required as part of this service are accurately kept.</p> |
| Cash Handling | To be responsible for daily balancing and banking for both AA Express booth and Information Centre. |
| Any other duties that may be required from time to time. | All other duties are completed as required. |

Stratford District Council

Person Specification

Key: E = Essential; D = Desirable

| Personal Focus | |
|-----------------------|--|
| E | Demonstrated ability to embrace the goals and objectives of the entity and in being dedicated and self-motivated towards achieving them. |
| E | Demonstrated record of excellence in achievement. |
| E | Demonstrated capability to develop and implement innovative solutions. |
| E | Demonstrable ability to maintain focus and objectiveness and to continue to perform effectively in stressful situations. |
| E | Demonstrated record of participation and achievement in a team environment. |
| E | Demonstrated willingness to speak your own mind in discussion but also to follow and champion direction once given. |
| E | Demonstrated willingness to embrace the responsibilities and accountabilities that are inherent in the role. |
| Customer Focus | |
| E | At all times applies excellent customer service principles in dealing with internal and external customers and staff. |
| Job Knowledge | |
| D | Has a relevant qualification. |
| D | Has recent relevant experience in administration and secretarial services. |
| E | Has relevant computer skills. Is competent with current Microsoft Office suite programmes. Is competent with a wide range of electronic reference tools. |
| D | Has experience presenting evidence or information to committees and public groups. |

| Organising for Quality Results | |
|---------------------------------------|--|
| E | Demonstrates strong time management skills. |
| E | Undertakes sound research using sound methodologies. |
| E | Develops and implements innovative and cost-effective solutions. |
| D | Identifies and embraces opportunities for beneficial change. |
| D | Demonstrates a passion for seeking quality improvements within work processes. |
| Teamwork | |
| D | Leads teams by engendering support, provides motivation and has the knowledge to obtain the best from team members. |
| D | Motivates and lead a multi-disciplinary team. |
| E | Demonstrates an ability to work well in a team. |
| D | Champions beneficial change and constantly reinforces the merits to team members. |
| Communication | |
| E | Communicates clearly and concisely when seeking or providing information <i>eg. with senior management or public groups.</i> |
| D | Has experience presenting evidence or information to committees and public groups. |
| E | Produces clearly written, well-formatted reports, which have clear recommendations for action. |
| E | Maintains confidentiality. |
| D | Has media experience. |
| E | Operates within the organisation in a non-discriminatory manner by respecting the rights of others. |
| E | Has an understanding of and is capable of empathising with the needs of others. |
| E | Demonstrates excellent listening and verbal communication skills |
| D | Manages diversity, and encourages and assists others in this. |
| D | Understands the Treaty of Waitangi and its implications for local authorities. |

Coaching and Development

D Willingly embraces opportunities to undertake ongoing management development.

Health

E Has no previous or current medical conditions, which would affect the ability to effectively and efficiently perform the duties described in this job description.

Circumstances

E Is willing to work overtime and weekends should this be required.

Testing and Verification

E Can verify authenticity of qualifications.

E Holds a current full driver's licence.