



NORSEMAN VISITOR CENTRE MANAGER **JOB DESCRIPTION**

The Manager reports to the Visitor Centre Management Committee and is responsible for the daily running of the Norseman Visitor Centre. They are also responsible for ensuring that office procedures are carried out accurately; and, at all times delivering a friendly high standard service to visitors and the local community.

Essential Skills

- Demonstrated knowledge of good business practice and financial reporting.
- Excellent communication and customer service skills.
- Demonstrated competency in Microsoft Office Suite
- Ability to work with and serve people from diverse backgrounds.
- Continue to develop knowledge of local and regional tourism products and services.

Manager Duties

Administration

- Oversee all operational requirements of the Norseman Visitor Centre.
- Attract and increase memberships, maintaining a list of current financial members.
- Ensuring friendly and excellent service at the Centre.
- Maintain appealing local product and local and regional displays.
- Secretary to the Visitor Centre Management Committee.
- Liaise with the Norseman Visitor Centre Management Committee President to organise all facets of the monthly committee meetings.
- Responsible for all forms of incoming and outgoing correspondence.

Financial

- Budget preparation, planning, maintenance and record keeping.
- Grant Applications.
- Monthly reporting to the Norseman Visitor Centre Committee.
- Invoice and collection of all monies due to the Centre.
- Reconciliation of accounts and payment of invoices owed by the Centre.
- Responsible for all banking and monitoring of accounts and term/cash deposits.
- Work with Norseman Visitor Centre Management Committee Treasurer for Payroll obligations and requirements.

Sales and Promotions

- Attend seminars, meetings and workshops as approved by the Norseman Visitor Centre Management Committee.
- Promotion and marketing using multiple platforms of the Shire of Dundas tourism assets and services.
- Visitor Centre retail stock and promotions.
- Liaise with Norseman Visitor Centre Committee President for media communications.
- Develop strong professional networks with key local and regional and local tourism industry bodies and stakeholders.

Staff and General Duties:

- Liaise with Norseman Visitor Centre Management Committee for staff selection.
- Manage staff and volunteers.
- Cleaning duties of Centre
- Ensure staff and volunteers present a professional and friendly service to visitors and the community.