

POSITION DESCRIPTION

Admin and Sales Assistant

Title:	Admin and Sales Assistant
Reports to:	Bowen Tourism & Business Manager
Location:	Bowen Tourism and Business, Bowen Visitor Information Centre, Bowen, although travel throughout the region may be required at times
Remuneration:	As per contract
Term:	Permanent full-time

Our Organisation:

Bowen Tourism and Business (BTB) is a not for profit organisation whose main role is to promote and showcase our beautiful region and its businesses. The organisation works with key stakeholders including Tourism Whitsundays and the Whitsunday Regional Council to identify and inspire outstanding visitor experiences to Bowen and the Whitsundays region. This is primarily achieved through the operation of two Visitor Information Centres (VICs) located at the Big Mango and Bowen's Front Beach.

The organisation is membership based and provides value to members through promotion at the VICs, signage across the region and comprehensive marketing plans delivered by Tourism Whitsundays.

Overview:

BTB is at all times seeking to recruit talented and committed people who:

- recognise the value and respect the privilege of working for the community;
- behave in a way that earns trust and mutual respect;
- support each other and respect diversity;
- understand the importance of relationships;
- strive for solutions-based approaches; and
- behave in an ethical and accountable manner.

Objective / Purpose:

The principal role of the Admin and Sales Assistant is to support the Manager and Visitor Services Co-Ordinator in achieving the organisation's goals.

You will form part of a dedicated and cohesive team that delivers results for the Bowen Region.



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Principal Roles and Responsibilities:

Office Admin

- Assist in the preparation of reports for the manager and collating feedback and statistics for local, regional and state tourism requirements.
- Assist the Manager and Visitor Services co-ordinator with administration duties including updating of membership details, compiling regular newsletters and various spreadsheets.
- Carry out ad hoc administrative duties as required.

Sales Assistant

- Respond to customer queries in person, via phone, mail or email providing suitable and timely information.
- Promote Bowen and the surrounding tourist attractions.
- Utilise booking systems and point of sale technology as needed to sell retail products and arrange bookings for accommodation and tours.
- Assist with training of volunteers and support, encourage and recognise their role in the operation of the Visitor Centre.
- Support the Manager and Visitor Services Co-ordinator by identifying potential members, promoting membership of Bowen Tourism and Business, and actively servicing existing members.
- Assist in restocking retail products, brochures and various promotional material within the visitor centre.
- Open and close the Visitor Centre as required including setting up for daily operation, consolidating daily takings and ensuring the Centre is kept clean and tidy at all times.
- Provide outstanding customer service.
- Attend Bowen Tourism and Business functions such as networking nights, to interact with members and other tourism representatives.
- Attend famils when available to experience members' products and become familiar with their business operations, facilities and staff.

Promotion of region

- Meet every visitor with a smile and inform them of what is on offer in Bowen and the greater Whitsunday region.
- Take bookings for accommodation and tours in Bowen and the greater Whitsunday region
- Promote our members and all Bowen businesses in a positive way
- Remain objective in relation to recommendations.



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Skills Required:

Level of education

Experience in office administration and customer service. Tertiary qualification in tourism or retail, or comparable experience / qualifications desirable.

Knowledge – job specific competencies

Strong written and verbal communication abilities.

A passion and strong understanding of the Whitsundays region

Experience in Microsoft Word and Excel essential.

Experience in Canva (or similar) and Mail Chimp (or similar) desirable.

Personal qualities

Passion for working in a community organisation.

Ability to adapt to different tasks as they arise and to demonstrate flexibility within a fast-paced team environment.

