Renmark Paringa Council

# Position Description

## Visitor Services / Library / Customer Service Officer

## About Renmark Paringa Council

Renmark Paringa Council is part of South Australia's Riverland, a region shaped by the Murray River, strong agricultural foundations, and a thriving tourism sector. Our community is proud, diverse, and resilient, with an enviable riverfront lifestyle and a strong sense of place.

As an organisation, we are committed to being more than a service provider. We are a partner in shaping the future of our community; delivering services, infrastructure, and opportunities that support liveability, prosperity, and long-term sustainability. Guided by our values of Accountability, Honesty, Respect, and Unity, our people work together to achieve outcomes that matter to the community we serve.

## Our vision

We strive to protect and enhance our region as it is a unique place underpinned by rich heritage and an enviable river lifestyle. We are proud to share and nurture this natural beauty, welcome visitors and drive growth and investment to sustain our vibrant community long into the future. We lead healthy, active and fulfilling lives, with a commitment to support and respect each other and our environment. Together, we're building a brighter future.

## Our goals

| Liveable | Prosperous | Environment | Leadership |
|---|---|---|---|
| A safe and welcoming place to live and enjoy a healthy and active lifestyle | A place that attracts, retains and supports talented people, underpinned by diverse regional industry, tourism and access to infrastructure and housing | A place that is resilient to the effects of extreme weather, protects its river and floodplains, is green and limits its impact on the environment | A council that is a trusted partner that delivers what is promises in an efficient and effective way |

## Our organisational values

| Accountable | Honest | Respectful | Unified |
|---|---|---|---|
| We take responsibility for our actions and behaviours and have confidence in each other to deliver | We are fair and truthful in our approach to each other and the community | We respect the rules, regulations, the environment and each other | We are one team and work together towards our common goals |

# Position description

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| **Position Title** | Visitor Services / Library / Customer Service Officer | **Classification** | Level 1 / 2 |
| **Department** | Corporate and Community Services | **Award and EBA** | • SA Municipal Salaried Officers Award<br>• Renmark Paringa Council EBA No. 9 |
| **Reporting to** | Tourism Coordinator / Chief Librarian / Team Leader Corporate Services and Improvement | **Positions reporting to it** | Nil |

## About the position

This casual relief position provides a high level of customer service in all interactions with the community and assists and supports the delivery of visitor information and library services, programs and events meeting visitor and community expectations.

## What does the position do?

The Visitor Services Officer:

- Delivers a positive visitor experience through high quality and knowledgeable customer service.
- Promotes Renmark as a tourism destination of choice for local, interstate and international visitors through sharing the unique stories of our town and region.
- Attends to general enquiries, online bookings and information requests for visitors, local operators and businesses.
- Actively supports and contributes to the retail operations of the Visitor Centre.
- Supports and assists Visitor Information Centre staff with daily tasks and the delivery of programs, events, and projects as required.

The Library Officer:

- Provides a high level of customer service including attending to reference and reader advisory questions.
- Assists customers with accessing information technology.
- Supports and assists Library staff with daily tasks and Children's storytime, school holiday programs and other events and associated activities.
- Maintains Library records and systems.
- Performs clerical and administrative duties as required.

The Customer Service Officer:

- Provides a high level of frontline customer service.
- Performs clerical and administrative duties.
- Uses appropriate information resources and technology (including paper based, digital and internet-based systems) to assist with customer enquiries.

## Key result areas

Visitor Services:

- Visitor enquiries are attended to in a timely, tailored and aspirational manner.
- Retail and online booking transactions are processed accurately and efficiently
- Clerical and administrative duties are performed in a timely and accurate manner.

- Printed and digital visitor and tourism resources are effectively sourced / distributed, promoting Renmark as a tourism destination.
- Visitor Information Centre staff are supported and assisted to complete daily tasks and with the delivery of programs, events and projects as required.
- Complex queries are promptly and appropriately escalated to the Tourism Coordinator.

Library Services:

- Customer enquiries are accurately responded to in a timely and courteous manner.
- Library events and activities are held successfully.
- Library staff are supported and assisted to complete daily tasks as required.
- Library records are current, accurate and handled in accordance with organisational processes.
- Library resources are organised accurately and handled in accordance with organisational processes.
- Complex queries are promptly and appropriately escalated to the Chief Librarian.

Customer Service:

- Customer enquiries are accurately responded to in a timely and courteous manner.
- Customer Action Requests are logged and assigned promptly to relevant officers.
- Clerical and administrative duties are performed in a timely and accurate manner.
- Documents and records are handled in accordance with organisational processes.
- Resources are organised accurately in accordance with policies and procedures.
- Receipting of payments with a high level of accuracy in accordance with organisational procedures.
- The Customer Services staff are supported and assisted to complete daily tasks as required.
- Complex queries are promptly and appropriately escalated to the Team Leader Corporate Services and Improvement.

# The behaviours we expect of the position

- Models our values – demonstrates accountability, honesty, respect, and unity in daily decisions and actions.
- Communicates openly and clearly – shares information in a timely way, listens actively, and responds with respect and clarity.
- Acts with integrity – makes fair, transparent decisions and accepts responsibility for outcomes.
- Builds trust and relationships – develops positive, respectful connections with colleagues, elected members, and the community.
- Focuses on outcomes – keeps the community at the centre of actions, ensuring that work contributes to Council's goals.
- Seeks improvement – actively identifies opportunities to simplify processes, improve efficiency, and deliver better results.

# Selection criteria

Knowledge & Skills

- Knowledge of the principles of quality customer service.
- Willingness to learn and utilise new technologies and systems.
- Good written and oral communication skills.
- Excellent digital literacy skills.
- Good organisation skills and multi-tasking abilities.
- Ability to follow instructions, processes and prioritise work.
- High level of accuracy and attention to detail.
- Knowledge and experience in reader guidance, literature and information resources in all formats.
- Knowledge of banking procedures, cash receipting and recording through a computerised system *(desirable).*
- Knowledge of public library operations *(desirable)*.
- Knowledge of current Australian cataloguing standards and guidelines *(desirable)*.

Experience

- Proven experience within a customer service environment.
- Experience using Microsoft Office including Word, Excel, PowerPoint and Outlook.
- Experience in the tourism sector *(desirable)*.

Qualifications

- Nil

## Key relationships/interactions

- Tourism Coordinator - direct manager of Visitor Services staff, to provide guidance, feedback, align priorities and collaborate on goals and development.
- Chief Librarian – direct manager of Library staff, to provide guidance, feedback, align on priorities and collaborate on goals and development.
- Team Leader Corporate Services and Improvement – direct manager of Civic Centre Customer Service staff, to provide guidance, feedback, align on priorities and collaborate on goals and development.
- Visitor Information Centre / Library / Customer Service team – contribution to team objectives and support team members to deliver accurate and timely services.
- Managers and staff across Council – collaboration and provision of information and customer service assistance as needed.

## Work health safety and return to work responsibilities

All workers at Council have a responsibility to:

- Take reasonable care for their own health and safety, and that of others.
- Comply with the Work Health and Safety Act, Return to Work Act, and relevant regulations, standards, codes of practice, and Council procedures.
- Use plant, equipment, and chemicals safely and only for their intended purpose.
- Cooperate with all safe work instructions, procedures, and agreed medical restrictions.
- Actively participate in the development and implementation of return-to-work plans, with the primary goal of supporting a safe and timely return to work.

## Corporate systems and information

All employees must:

- Create and maintain records that accurately reflect business activities, decisions, and actions.
- Ensure records are captured in Council's Records Management System in line with policy.
- Protect and care for records, recognising they are Council property and are not to be removed, destroyed or deleted without proper authority to do so.
- Ensure all official records from part of the records holding of Council.
- Ensure official records are captured within Council Records Management System.
- Recognise that the records they create and receive in the conduct of Council's business are the property of the Council.

## Policies and procedures

All employees are required to follow Council's policies, procedures, guidelines, and standards.

## Special requirements

- Hold (or be willing to obtain) a current National Police Clearance and Working With Children Check.
- Completed (or be willing to complete) Child Safe Mandatory training.
- Flexibility to work outside normal hours and on weekends as required.

- Flexibility to work at other council sites as required.
- Hold a current driver's licence and willingness to travel as required.

# Acknowledgement

This position description reflects the duties, outcomes, and behaviours expected of the role at the date of signing. It is intended as a guide to the scope of work and may be amended in consultation with the employee to meet Council's operational needs. Council may also require the employee to undertake other duties within their skills, competence, and training as reasonably directed.

**Employee**

I have read and understood the requirements of this position and agree to perform the duties to the best of my ability.

| Name: | Signature: | Date: |
|---|---|---|
| | | |

**Chief Executive Officer**

| Name: | Signature: | Date: |
|---|---|---|
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# Document Control

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| Last Updated | 9 December 2025 |
| Reviewed by Manager People, Safety and Culture | ***REVIEWED***<br>***By Carmelina Catalano at 12:49 pm, Dec 09, 2025*** |
| Approved by Relevant Director | ***APPROVED***<br>***By Alyson Modlinski at 1:49 pm, Dec 09, 2025*** |