Port Hedland Peace Memorial Seafarers Centre Inc.

ABN 94 692 917 863

POSITION DESCRIPTION

Centre Assistant - Tours

Description:	The Centre Assistant (Reception) is responsible for hosting tours for the Seafarers Centre for the public. The position will greet guests, provide presentations, accompany guests, and answer enquiries for tours.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Level 1
Reports to:	Shift Supervisor
Direct Reports:	• N/A

Responsibilities		
Area	**Duty**	**KPI**
Presentations	Provide PowerPoint presentations	• Tourist satisfaction and feedback • Timeliness of presentations
	Respond to enquires	• Volunteer utilisation • Assistance with volunteer recruitment • Volunteer satisfaction
Engagement	Entertain and inform	• Tourist satisfaction • Number of handouts distributed
	Personal presentation	• Neat dress and grooming
	Clear and courteous communication	• Customer and staff feedback
WHS	Ensure the safety of groups	• Number of incidents • Number of complaints
	Enforce wearing of PPE	• Number of tourists complying with PPE requirements
General	Assist with Hospitality	• Assistance with hospitality

Selection Criteria:

Essential:

1. Demonstrated experience in conducting presentations
2. Demonstrated communication and inter-personal skills
3. Good understanding of WHS requirements and compliance

Desirable

1. A Certificate II level qualification in Tourism or a relevant qualification or minimum one year experience
2. Sound knowledge of local history, attractions and events

Business Manager
Last Updated: 27 January 2026