Port Hedland Peace Memorial Seafarers Centre Inc.

ABN 94 692 917 863

POSITION DESCRIPTION

Centre Assistant - Reception

Description:	The Centre Assistant (Reception) is responsible for being the first contact point for the Seafarers Centre for seafarers and the public. The position will monitor and respond to all enquiries relating to visitors to the centre, phone calls, emails, website and social media. Other duties includes retail sales, tour bookings and serving refreshments.
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**
Enquiries	Monitor and action all incoming enquiries – personal, phone, email, and social media	• Enquiry response time • Customer feedback • Timeliness and effectiveness of communication
Engagement	Personal presentation – neatly dressed and groomed	• Customer and staff feedback
	Clear and courteous communication	• Customer and staff feedback
Telecommunications	Prepare WiFi Kits	• WiFi Kits prepared for sale
	Maintain WiFi records	• Excel spreadsheets current and accurate
	Process Sim card sales	• Seafarer satisfaction
Retail	Process retail sales	• Number of transactions • Accuracy of transactions
	Assist with customer enquiries	• Customer feedback
Tourism	Process tour bookings	• Number of tour bookings • Accuracy of tour bookings • Customer satisfaction eg TripAdvisor
	Check in tourists	• Manifests completed and accurate
	Liaise with tour partners eg Odyssey and tour numbers	• Tour partner feedback
Hospitality	Order transfer crew meals	• Meals provided in a timely manner

	Provide tourist hospitality	• Hospitality availability
	Assist with seafarer hospitality	• Hospitality availability
General Duties	Clean centre	• Cleanliness of centre

Selection Criteria:

Essential:

1. Demonstrated experience in customer relations
2. Demonstrated communication and inter-personal skills
3. Demonstrated skills with computer and IT devices
4. Multilingual capability with Mandarin being greatly preferred

Desirable

1. A Certificate II level qualification in Business Administration or a relevant qualification or minimum two years experience
2. Ethos with the Christian faith

Business Manager
Last Updated: 02 September 2025