

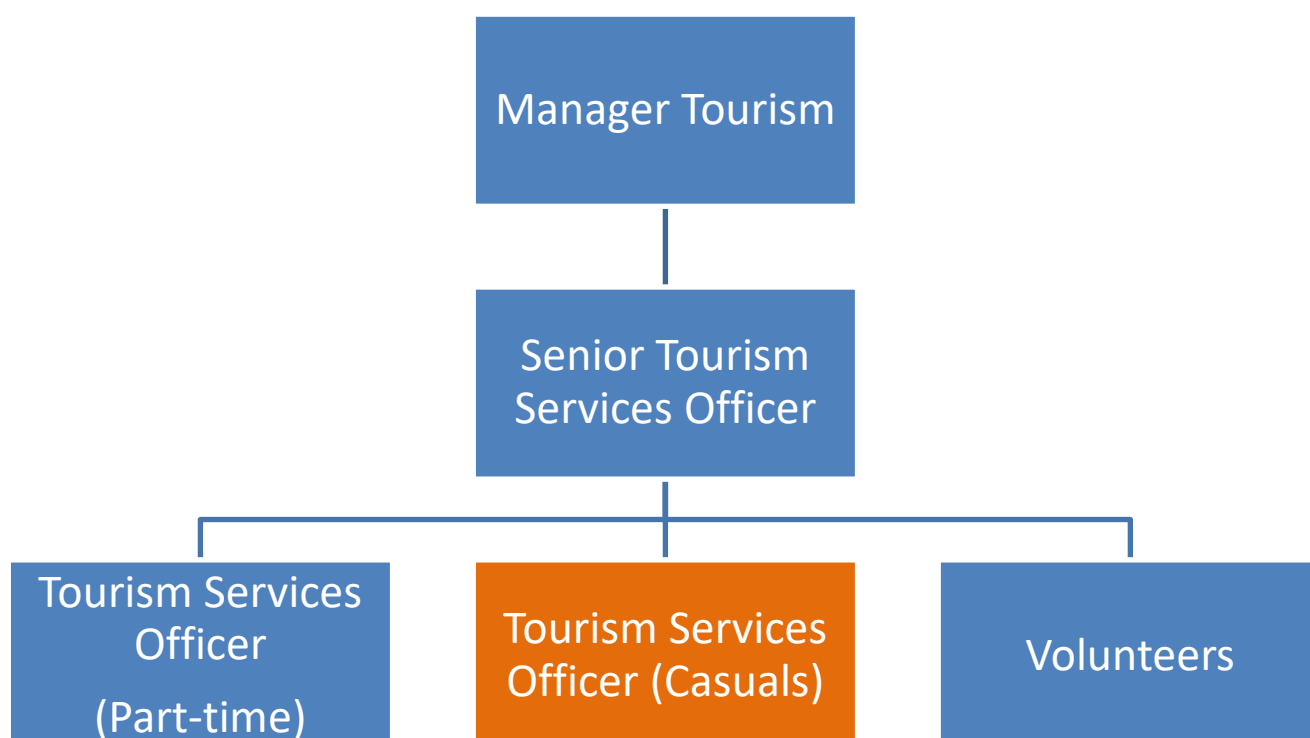
## Schedule 2: Position Description

<b>Position Title</b>	Tourism Services Officer
<b>Reports To</b>	Senior Tourism Services Officer
<b>Immediate Reports</b>	Nil
<b>Principal Location</b>	Visitor Information Centre 114 St Georges Terrace, St George
<b>Employment Basis</b>	Casual
<b>Level</b>	Local Government Industry (Stream A) Award State – 2017 –Level 1

### PURPOSE OF THE POSITION

The **Tourism Services Officer** is responsible for assisting in the daily operations and administration of the Visitor Information Centre and assisting with the delivery of broader tourism projects and activities, on a casual basis.

### ORGANISATIONAL STRUCTURE



## ORGANISATIONAL VALUES

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**Our Customers**

*The customer is always right. We put the customer at the centre of everything we do. Always say "Thank you". We listen to our customers, understand them and work out how to best serve them. We get things done with speed, conviction and agility. We go the extra mile and exceed customers' expectations.*

**Our People**

*We value teamwork and interdependence. We are one team. We have the same relationships with customers as we do with each other. We will strive to be the best - we are restless, always learning, always improving. We value each other - we seek and benefit from diverse people and perspectives. We are ambitious and courageous - we pursue excellence, set new standards and go beyond them.*

**Our Reputation**

*Our reputation is our most valuable asset. A good reputation takes effort, patience and time. Destroying a good reputation takes a single moment's misstep. We act honestly and consistently in our behaviours, actions and decisions. We establish trust by keeping our word, communicating effectively and transparently. We are responsive. We resolve errors/mistakes and never make excuses.*

## KEY CRITICAL PROCESS RESPONSIBILITIES

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Tourism Services

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Works under specific guidelines and objectives provided by the Senior Tourism Services Officer. This position has nil delegated purchasing authority in accordance with Council's Delegation Register.

## KEY RESPONSIBILITIES

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### ***Workplace Health & Safety & Risk Management***

- Be responsible and accountable for adhering to the WHS Obligation & Responsibility Statements applicable to the position. A copy of the current Obligations and Responsibility Statement will be provided as part of induction. All safety documentation is available in Council's safety management system.
- Be responsible for applying WHS to daily tasks performed in the workplace including completion of risk assessments.
- Maintain knowledge of safe work procedures in relations to maintenance and construction work
- Undertake a vaccination risk assessment and ensure required vaccinations are completed
- Ensure compliance with COVID Safe Plans as applicable
- Report all matters beyond your authority promptly
- Take all practical measures to ensure that your workplace is safe and without risk to health or property

### ***Tourism Information & Services***

- Ensure quality visitor services and facilities within the Visitor Information Centre and provide a quality information service to visitors and residents including, but not limited to:
  - provide information and advice on, and promote, products and services within the region;
  - present the visitor information centre in a stimulating and organised manner;
  - process and respond to all telephone, mail, fax and email enquiries efficient and professional manner; monitor visitation to the centre and trends in information sought;
  - provide customer service to internal and external customers and conduct all transactions in a professional, ethical, courteous and efficient manner;
  - Receive money (Cash, Cheque, EFTPOS, Credit Card, MOTO) direct from customers, via either telephone and/or front counter enquiries;
  - participate in product familiarisations;
  - assist with tourism and marketing projects, where applicable;
  - assist with the organisation of the visitor information centre on a daily basis;
  - assisting with stocktaking and stock control, where applicable;
  - liaison with internal and external stakeholders;
  - engagement with volunteers and assist with their day-to-day activities;
  - assist in the organisation of events, where applicable;
  - assist with the presentation of the Visitor Information Centre;
  - maintaining, updating and distributing promotional brochures and electronic publications;
  - provide administration support to the Senior Tourism Services Officer;
  - maintain electronic and manual filing for all administration documents (including the use of MAGIQ Councils electronic filing system)
- Perform other duties within your capabilities as directed.

## **Organisational Continuous Improvement & Quality Management**

- Willingness and ability to adapt to challenge and opportunities:
  - changing workforce capabilities through multiskilling, succession planning, knowledge management
  - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live Council's values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility and be held accountable for your own actions and decisions
- Willingness and ability to integrate the competing demands of work, home, community and self

## **Administration**

- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required
- Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure that Council Policies and manuals are fully understood and adhered to
- Ensure that approved purchasing procedures are adhered to
- Keep the Senior Tourism Services Officer appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced
- Maintain efficient administration practices (including maintaining visitor requests, brochure monitoring, responses)
- Maintain tourist information so that is relevant and up to date
- Ensure all filing and administration support is up to date

## **INHERENT REQUIREMENTS**

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- Ability to use numeracy, and effective written and verbal communication skills
- Ability to work as part of a team
- Ability to physically undertake manual handling tasks
- Ability to resolve interpersonal conflict
- Ability to maintain confidentiality
- Ability to manage time, planning and organising own work effectively within set time-frames

## **CORPORATE RESPONSIBILITIES**

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All employees are bound by the Queensland *Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Council Code of Conduct and relevant policies, procedures and protocols as may be applicable.

## **QUALIFICATIONS, KNOWLEDGE & EXPERIENCE**

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- Current C Class open drivers licence
- Relevant professional experience, in similar positions
- Ability to interpret and apply policies, procedures and legislative requirements
- Demonstrable analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions
- Demonstrable ability to work unsupervised, meet demanding deadlines and deliver high quality outcomes
- Demonstrable high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment
- Highly developed computer skills, including proficiency using the Microsoft Office suite; experience with Cash Register and EFTPOS would be advantageous

## **SELECTION CRITERIA**

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1. Demonstrated knowledge of the tourism and visitor services industry or hold a qualification in Tourism/Business or equivalent.
2. Local knowledge of the Balonne and surrounding regions will be highly regarded
3. Ability to demonstrate experience in a customer service and communication role with an ability to liaise effectively with stakeholders in a culturally diverse environment
4. Demonstrated competence with Microsoft Office software applications
5. Be available on call, as and when required and work a minimum of 8:30am-4:30pm (Monday-Friday) and 9am-1 pm (Saturdays, Sundays & Public Holidays) on the required days. (Note: This position is a casual position for the duration of the tourist season (1April – 30 September) and does not attract annual, sick or long service leave)
6. Ability to undertake cash handling duties in line with set policies and procedures
7. Ability to work in a team environment and demonstrated experience working with volunteers
8. Experience within the local government sector or within a Customer Service environment would be an advantage

## How to Apply

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All applications must include –

- a completed Application for Employment Form – available from the Pay Office
- Cover letter
- Resume

Applications may be submitted via email, hand delivered or post as follows:

Email: [recruitment@balonne.qld.gov.au](mailto:recruitment@balonne.qld.gov.au)  
Hand delivered: 118 Victoria Street, St George Qld  
Post: PO Box 201, St George Qld 4487

**Please quote Council reference – 2021 -048**

For further enquiries regarding this vacancy and associated selection process, please contact:  
Mrs Debbie Green on 07 4620 8888

NOTE: All information submitted by an applicant for this role is subject to the *Right to Information Act 2009*.  
As a result, information submitted by all applicants may be released under the Act if requested.

**APPLICATIONS CLOSE – 5pm, Friday 16<sup>th</sup> July 2021**