



Position Vacant – Tourism Services Officer - Casual

For full details and requirements of the role – Please refer to the [Position Description](#)

BENEFITS AND CONDITIONS

Employment will be in accordance with the Local Government Industry (Stream A) Award State – 2017 and Balonne Shire Council Certified Agreement

- This is a casual position with no set guaranteed hours, however the general expectation for the Winter season (April – October) is 35-48 hours per month and for the Summer season (November to March) is 15-20 hours per month.
- Prior to appointment, the chosen applicant will need to successfully complete a Pre-Employment Medical Examination and a Criminal History check
- Salary cash component – Level 1.1 - \$36.05 per hour (incl. casual loading)
- Weekend and after hours work will be required
- Balonne Shire Council is an equal employment opportunity employer and offers a smoke free working environment
- Superannuation – Guarantee Levy (11%)

HOW TO APPLY

All applications must include:

- A completed Application for Employment Form
- Cover letter
- Resume
- Responses to the selection criteria – found under Position Requirements in the Position Description

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

Email: 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 – 23-24-012

For further enquiries regarding this vacancy and associated selection process, please contact Ms Kim Wildman on 07 4620 8877.

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, Tuesday 28 November 2023

Matthew Magin
CHIEF EXECUTIVE OFFICER

Position Description – Tourism Services Officer - Casual



POSITION DETAILS		
DEPARTMENT:	Office of the CEO	
POSITION:	Tourism Services Officer – Visitor Information Centre – Casual	
REPORTS TO:	Senior Visitors Services Officer	
DIRECT REPORTS:	Nil	
PRINCIPAL LOCATION:	Visitor Information Centre – 114 St Georges Terrace, St George	
EMPLOYMENT BASIS:	Casual	
POSITION PURPOSE:	The Tourism Services Officer - Casual is responsible for relieving staff the St George Visitor Information Centre. This will include assisting in the daily operations and administration of the Visitor Information Centre, assisting with the delivery of broader tourism projects and activities on a casual basis	
POSITION REQUIREMENTS (Selection Criteria)		
TYPE	ESSENTIAL	DESIRABLE
QUALIFICATIONS	1. Current C Class open drivers licence	1. Qualification in Tourism/Business or equivalent
SKILLS	2. Ability to interpret and apply policies, procedures and legislative requirements 3. 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 4. Ability to undertake cash handling duties in line with set policies and procedures 5. Demonstrable ability to work unsupervised, meet deadlines and deliver high quality outcomes 6. Able to demonstrate a high level of customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment 7. Demonstrated competence with Microsoft Office software applications 8. Ability to work in a team environment and demonstrated experience working with volunteers	2. Experience with Cash Register and EFTPOS transactions 3. Knowledge of the Balonne Shire and surrounds.
EXPERIENCE	9. Demonstrated knowledge or interest in the tourism and visitor services industry	4. Experience within the local government sector or a customer service environment 5. Local knowledge of the Balonne and surrounding regions will be well regarded

IMMUNISATION REQUIREMENTS			
The ticked boxes indicate the immunisations required for this role in accordance with the BAL-1044 Immunisation Procedure.			
<input type="checkbox"/> Influenza	<input type="checkbox"/> Hepatitis A	<input type="checkbox"/> Varicella (chickenpox)	<input type="checkbox"/> Pertussis (whooping cough)
<input type="checkbox"/> Tetanus	<input type="checkbox"/> Hepatitis B	<input type="checkbox"/> MMR	<input type="checkbox"/> Rabies
<input type="checkbox"/> Q Fever	<input type="checkbox"/> Other:		
POSITION KPI's			
KPI's	Action	Measurement Criteria	
DELIVERY	<ul style="list-style-type: none"> • Be diligent in the delivery of assigned duties, continually looking for improvement • Provide the Best Serve Customers – answer phone calls, customer queries, give directions and assistance – all with a smile 	<ul style="list-style-type: none"> • All tasks completed within agreed timeframes • Accuracy of information • Customer Service Satisfaction Survey 	
CLIENTS	<ul style="list-style-type: none"> • Project and promote the professional image of Council as being efficient, courteous and customer focused. 	<ul style="list-style-type: none"> • No customer / internal complaints received 	
ADMIN	<ul style="list-style-type: none"> • Completion of Timesheets • Completion of all relevant documentation • Undertake training as directed • Undertake procurement processes in-line with Council Policy • Prompt response to service requests • • Policy and Procedures for area are current 	<ul style="list-style-type: none"> • Complete on a daily basis • Completed in a timely manner • 100% Completion of all required training • 100% of Procurement meets Policy requirements • Service requests responded with timeframe • Ensure all policies and procedures in area are reviewed before expiry 	
HEALTH + SAFETY	<ul style="list-style-type: none"> • Complete relevant safety documentation and report all hazards and incidents 	<ul style="list-style-type: none"> • 100% of required Health & Safety documentation is completed and hazards & incidents reported in a timely manner 	
QUALITY	<ul style="list-style-type: none"> • Ensure tasks are complete to a high standard 	<ul style="list-style-type: none"> • All tasks are completed to a high standard with minimal errors 	
TEAM	<ul style="list-style-type: none"> • Be a team player and assist proactively within your capability 	<ul style="list-style-type: none"> • Demonstrated active participation in requested tasks and involvement in team activities 	
AUTHORITY/DELEGATION			
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.			

RESPONSIBILITIES
<p>INHERENT RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To work in a competent, professional, and ethical manner at all times, respecting clients and fellow workers. • Work in a safe manner at all times and report any workplace risks. • To comply with all Council policies, practices and procedures and fulfill Council reporting functions as required. • Communicate all health and safety matters to supervisors where applicable. • To be punctual and reliable • To report problems or difficulties encountered • Contribute to the Council with suggestions for improvement • Monitor personal qualifications and licences to ensure currency • All council employees are bound by the <i>Queensland Local Government Act 2009</i> 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 Code of Conduct and relevant policies, procedures and protocols as may be applicable. • Communicate reliably and regularly, especially when working alone. Be environmentally responsible by minimising wastage without compromising safety or effectiveness
<p>KEY RESPONSIBILITIES</p> <p>Tourism Information & Services</p> <p>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:</p> <ul style="list-style-type: none"> • 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 telephone, mail, fax and email enquiries efficiently; 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; • identify gaps in information provision; • participate in product familiarisations; • assist with tourism and marketing projects; • assist with the organisation of the visitor information centre on a daily basis; • assisting with stocktaking and stock control; • liaison with internal and external stakeholders; • engagement with volunteers and assist with their day-to-day activities; • assist in the organisation of events; • 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

MANAGEMENT SYSTEMS RESPONSIBILITIES

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 for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self
- Willingness to actively participate in all training provided
- Willingness to occasionally camp out in other towns as work dictates

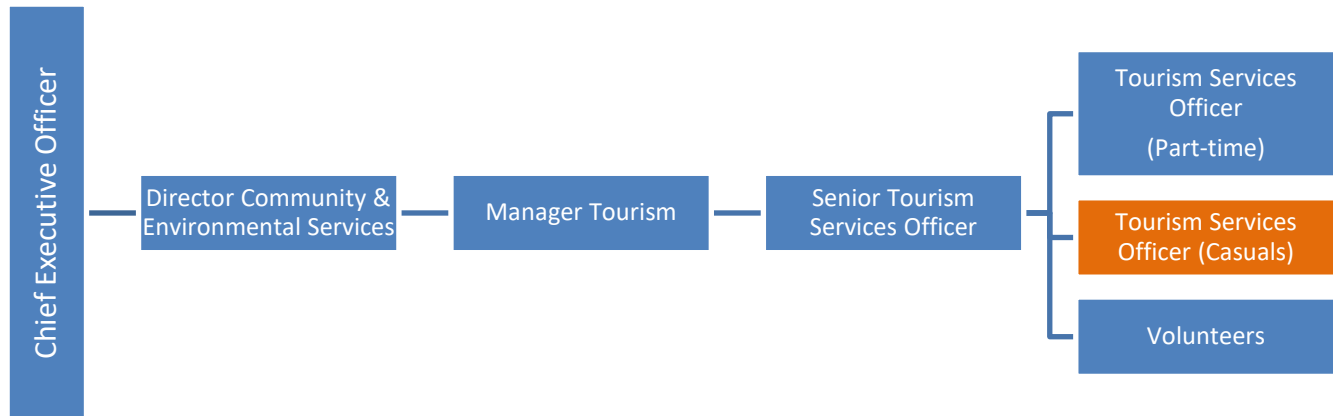
Work Health & Safety and Risk Management

- 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
- Undertake a vaccination risk assessment and ensure required vaccinations are completed
- Ensure compliance with COVID Safe Plans as applicable
- Maintain knowledge of safe work procedures in relations to maintenance and construction work
- 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

ADMINISTRATION RESPONSIBILITIES

- Assist with the continuing development of a cultural change and continuous improvement within the workforce to ensure departmental services are provided in a competitive, cost effective manner
- Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the Senior Visitors Services Officer circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- 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 Visitors 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
- Completion of digital time sheets daily

ORGANISATIONAL STRUCTURE



Application for Employment

Please complete this form for **each** position being applied for. You **must** attach a resume and cover letter to your application. You may also wish to attach additional supporting documentation.

Position: Tourism Services Officer - Casual	Reference Number: 23-24-012
Applicant Details	
Surname:	First name:
Postal Address:	
Contact Number:	Alternate Number:
Email Address:	
Summary of Work History	
Current Employer:	Commenced: / /
Location:	
Main Duties:	
Previous Employer:	Commenced: / /
Location:	Concluded: / /
Main Duties:	
Previous Employer:	Commenced: / /
Location:	Concluded: / /
Main Duties:	

Application for Employment

Licences, Certificates and Qualifications

C – Car Other:

Experience

Have you ever performed in a supervisory role? Yes No

Estimated total length of experience:

- Less than 2 years
- Between 2 years and 5 years
- Between 5 years and 10 years
- More than 10 years

In which industry did you gain the majority of this experience?

- Rural Industry
- Mining Industry
- Road Construction / Maintenance
- Other Construction / Maintenance
- Combination of most of the above
- Other:

Application Questions

Do you require any special arrangements at an interview? Yes No

If yes, please provide details below: _____

Do you hold a current Queensland Driver's Licence? Yes, number: _____ No

What is your current residency status?

- Australian Citizen
- New Zealand Citizen
- Resident of Australia
- Other:

Do you have proof of Right to Work in Australia in accordance with the Department of Immigration and Citizenship guidelines? Yes No Non-citizen with a valid visa that provides work rights

Where did you find this advertisement?

- Seek
- Facebook
- Other social media
- Other:
- Employee referral
- Newspaper
- Council website

Referees

Please list the names of two (2) professional referees who are in a position to provide a reference about your work performance:

Reference No. 1

Name:		Contact Number:
Organisation:		Direct Supervisor? <input type="checkbox"/> Yes <input type="checkbox"/> No

Reference No. 2

Name:		Contact Number:
Organisation:		Direct Supervisor? <input type="checkbox"/> Yes <input type="checkbox"/> No

Declaration

I declare that, to the best of my knowledge, the answers to the questions in this application are correct, and I understand that, if any false or deliberately misleading information is given or any material fact suppressed, I will not be accepted for employment by Council. If such information or fact is discovered after I have been employed by Council, my employment may be terminated. I understand that I may be required to undergo a pre-employment functional assessment, criminal history check, drug and alcohol test prior to commencement of employment.

Have you attached a copy of your **resume** and **cover letter**? Yes No

Applicant's Name (Print): _____

Signature: _____

Date: ____/____/____

Thank you for your interest and for considering us as a potential employer. Balonne Shire Council is an Equal Employment Opportunity Employer.