



Position Vacant – Tourism Services Officer - Casual – St George

[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

- 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 1.4 - \$43.57 per hour
- Locality Allowance \$1.03 per hour
- Weekend and after-hours work may be required at times
- Balonne Shire Council is an equal employment opportunity employer and offers a smoke free working environment
- Superannuation – Council Contribution 13.50% applicable on commencement of employment.

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 – 26-27-021

For further enquiries regarding this vacancy and associated selection process, please contact Tara Edwards on 07 46208830

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 30th October 2026

David Burges

ACTING CHIEF EXECUTIVE OFFICER

Application for Employment

Please complete this form for each position being applied for.

Position: Tourism Services Officer - Casual		Reference Number: 26-27-021	
Applicant Details			
First Name:		Last Name:	
Address:			
Postal Address:			
Mobile:		Alternate Number:	
Email:			
Work History			
Current Employer:		Started: / /	
Location:			
Main Duties:			
Past Employer:		Started: / /	
Location:		Finished: / /	
Main Duties:			
Past Employer:		Started: / /	
Location:		Finished: / /	
Main Duties:			
Licences, Certificates and Qualifications			
Licence: ☐ C – Car ☐ LR – Light Rigid ☐ MR – Medium Rigid ☐ Other:			
Training certificates and qualifications you currently hold, include dates:			

Application for Employment

Experience	
Have you ever been in a supervisory role? ☐ No ☐ Yes - If yes, total length of experience (in years):	
In which industry did you gain the majority of your work experience:	
☐ Rural	☐ Mining
☐ Construction	☐ Health care
☐ Retail	☐ Hospitality
☐ Education & Training	☐ Other:
Residency Status	
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? ☐ Yes ☐ No ☐ Non-citizen with a valid visa that provides work rights	
Other Questions	
Do you require any special arrangements at an interview? ☐ Yes ☐ No	
If yes, provide details:	
Where did you find this job?	
☐ Council Website	☐ Seek
☐ Facebook / Instagram	☐ Balonne Bulletin
☐ LinkedIn	☐ Other:
References	
<i>Reference No. 1</i>	
Name:	Contact Number:
Company:	Direct Supervisor? ☐ Yes ☐ No
<i>Reference No. 2</i>	
Name:	Contact Number:
Company:	Direct Supervisor? ☐ Yes ☐ No
Declaration	
I confirm that, to the best of my knowledge, the information in this application is accurate. I understand that any false or misleading information may result in my application being rejected or my employment terminated. I also acknowledge that pre-employment checks, including a medical, criminal history, and drug and alcohol test, are required.	
I have attached a copy of my resume & cover letter ☐ Yes ☐ No	
Applicants Name: _____	
Signature: _____	Date: / /

Position Description – Tourism Customer Service Officer – Casual



POSITION DETAILS			
DEPARTMENT:	Community and Environmental Services		
POSITION:	Tourism Services Officer - Casual		
REPORTS TO:	Senior Tourism 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 work unsupervised, meet deadlines and deliver high-quality outcomes 5. High level of customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment 6. Demonstrated competence with Microsoft Office (Outlook, Excel and Word) 7. Ability to work in a team environment and demonstrated experience working with volunteers		2. Experience with Cash Register and EFTPOS transactions
EXPERIENCE	8. Demonstrated knowledge or interest in the tourism and visitor services industry		3. Experience within the local government sector or a customer service environment 4. 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 <i>BAL-1044 Immunisation Procedure</i> .			
☐ Influenza	☐ Hepatitis A	☐ Varicella (chickenpox)	☐ Pertussis (whooping cough)
☐ Tetanus	☐ Hepatitis B	☐ MMR	☐ Rabies
☐ Q Fever	☐ Other:		

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POSITION KPI's
Key performance indicators for the position are developed in consultation with the employee as part of their annual performance appraisal.
AUTHORITY/DELEGATION
Works under specific guidelines and objectives provided by Manager Tourism Services. This position has nil delegated purchasing authority in accordance with <i>Council's Delegation Register</i> .
RESPONSIBILITIES
INHERENT RESPONSIBILITIES
• 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. • 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. • Be punctual and reliable • Report problems or difficulties encountered • Contribute to the Council with suggestions for improvement • Monitor personal qualifications and licences to ensure currency • 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. 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. • Communicate reliably and regularly, especially when working alone. • Be environmentally responsible by minimising wastage without compromising safety or effectiveness.
KEY RESPONSIBILITIES
The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities include but are not limited to: 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 Balonne Shire and surrounding region • present the Visitor Information Centre in a stimulating and organised manner including maintaining, updating and distributing promotional brochures and publications • assist with the organisation of the visitor information centre on a daily basis including engaging and assisting volunteers with their day-to-day activities • participate in product familiarisations and identify gaps in information provision • assist with tourism and marketing projects • ensure phone, mail and email enquiries are responded to efficiently and monitor customer enquiries and the centres visitation and trends to inform future products and services • provide customer service to internal and external customers and conduct transactions in a professional, ethical, courteous and efficient manner • liaise with internal and external stakeholders to assist in the organisation of events • receive money (Cash, Cheque and EFTPOS) direct from customers, via either phone and/or front counter enquiries • assist with stocktaking and stock control • provide administrative support as required and maintain administration documents (including the use of MAGIQ Councils EDRMS) • Perform other duties within your capabilities as directed.

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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

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
- 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 team, and report circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- Ensure requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure Council Policies and manuals are fully understood and adhered to
- Ensure approved purchasing procedures are adhered to
- Ensure the Senior Tourism Officer is appropriately and adequately informed on the current state of activities in the team and 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 and staff of the Council are given due notice and time to comply with deadlines so their personal planning is not inconvenienced
- Completion of digital time sheets daily.