

POSITION DESCRIPTION



We Value: **Respect** | **Communication** | **Fun & Humour** | **Pride** | **Trust** | **Teamwork**

POSITION DETAILS

POSITION TITLE	Tourism Officer
DEPARTMENT	Corporate and Community Services
POSITION STATUS	Permanent Part-time
AWARD	Queensland Local Government Industry (Stream A) Award 2017
CLASSIFICATION	Level 1
REPORTS TO	Senior Tourism Services Officer
DELEGATIONS	As per Council's Delegation of Authority Register

QUILPIE SHIRE COUNCIL VALUES

Everything Council does is underpinned by its values which define the culture of the Organisation and the behaviours that shape our interaction with the community and each other. Our values are **Respect; Communication; Fun and Humour; Pride; Trust** and **Teamwork**.

POSITION OBJECTIVE / OVERVIEW

To provide excellent frontline tourism customer service focused on the Visitor Information Centre, Museum and Gallery, and to efficiently and effectively promote the Shire, its attractions and products as a desirable destination for tourists.

KEY ACCOUNTABILITIES / DUTIES

Tourism Customer Service

- Act as a first point of customer service contact at the Visitors Information Centre, Museum and Gallery;
- Assist visitors and members of the public with general enquiries and tourist information in person and electronically;
- Respond to tourism enquiries in an efficient, effective and courteous manner;
- Promote the Shire, its attractions and products as a destination for tourists;
- Develop and update tourism information resources including advertising and marketing materials (written and electronic);
- Establish networks within the community, internal and external stakeholders to share information;
- Collect, prepare and record exhibits for Museum displays;
- Assist the Senior Tourism Services Officer and Tourism Officers with events and special projects;
- Provide feedback from visitors to the Senior Tourism Services Officer to continually improve our services ensuring visitors have a positive experience within the council;
- Be willing to go on a fortnightly roster that includes weekend and night works; and
- Assist in the coordination of a range of media, marketing and promotion of projects, events and activities.

Teamwork

- Support all new employees as well as temporary resources to Council;
- Follow reasonable directions from the Senior Tourism Services Officer or other authorised person to ensure works are completed as required;
- Actively participate in team meeting and training opportunities;
- Communicate effectively with all team members;

- Maintain a safe, secure, and healthy work environment by following guidelines, standards, and procedures; and
- Motivate, mentor, and inspire team members through a positive attitude to achieve best practice in their respective work.

Other

- Perform other duties and responsibilities within the skill set of the incumbent as requested by the Senior Tourism Services Officer, Director of Corporate & Community Services or Chief Executive Officer.

QUALIFICATIONS, KNOWLEDGE, SKILLS and EXPERIENCE

Essential

- Highly developed communication and organisational skills;
- Highly developed time management skills;
- Demonstrated ability to work as a team member and contribute to team outcomes;
- Demonstrated experience in customer service in providing accurate and timely advice;
- Current Queensland 'C' Class Driver's Licence; and
- Current holder of Suitability Card – Commission for Children and Young People and Child Guardian or willing to obtain.

Desirable

- Relevant experience in the operation of a Visitor Information Centre, Galleries and Museums;
- Experience in tourism promotion;
- Good understanding of places of interest within the region; and
- Sound knowledge and understanding of administrative procedures and an understanding of Local Government processes.

Additional Position Requirements

The incumbent must be prepared to work flexible hours to meet the requirements of the position including though not limited to:

- Tourism Season (additional hours);
- Off Season;
- Gallery Openings;
- Night Shows; and
- Weekend work.

WORK ENVIRONMENT and PHYSICAL DEMANDS

This position is an indoor role and requires prolonged periods of sitting at a desk and operating a computer and telephone. The employee may be required to carry out some low-level physical tasks which may include manual handling, bending, kneeling, twisting, squatting and lifting.

Hours of work may vary to ensure availability outside the standard hours on occasions, particularly during the tourism season to facilitate Night Shows and weekends.

The incumbent may be required to relieve in other positions in Council from time to time.

WH&S DUTY STATEMENT

All employees have a duty under Section 28 of the Workplace Health and Safety Act 2011.

While at work, all Quilpie Shire Council workers must:

- Take reasonable care for their own health and safety;

- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons;
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow their person to comply with the Act; and
- Co-operate with any reasonable policy or procedure of the person conducting the business of undertaking relating to health or safety at the workplace that has been notified to workers.

ORGANISATIONAL ACCOUNTABILITIES

In addition to the key duties and responsibilities, the position incumbent is responsible and accountable to adhering to Council’s Employee Code of Conduct, all Council policies and procedures, legislative requirements and supporting Council’s overall Corporate Plan and objectives including our commitment to Workplace Health and Safety.

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee’s skills, competence and training).

ACKNOWLEDGEMENT

I hereby agree to abide by all Council’s corporate requirements including policies and procedures and acknowledge that this position description outlines the overall responsibilities and duties that are to be carried out as part of this role of which I agree to perform to the best of my ability.

Signature of Employee	
Print Name	
Date	/ /