
Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

- 1.0 TITLE:** Tourism Officer
- 2.0 AWARD:** Queensland Local Government Industry Award
- State 2017
- 3.0 SECTION:** Tour Guides Services
- 4.0 DESCRIPTOR** Not applicable
- 5.0 CLASSIFICATION:** Tour Guide Level 1
- 6.0 DEPARTMENT:** Tourism and Events
- 7.0 BRANCH:** Not Applicable
- 8.0 LOCATION:** Birdsville or Bedourie
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9.0 POSITION OBJECTIVES

To provide excellent tourism and library services to the visiting public and local community and to effectively and efficiently market Diamantina Shire as a desirable tourist destination.

10.0 REQUIREMENTS OF THE JOB

a) Skills

- Strong interpersonal, verbal and written communication skills
- Strong commitment to customer service.
- Reliable and self motivated with well developed time management skills.
- Tact, diplomacy and the ability to work as a team member.
- Medium level computer skills especially with MS Office.

b) Knowledge

- Good understanding of tourism and visitor information requirements in Diamantina Shire.
- Knowledge of or an ability to quickly grasp understanding of the role of Local Government and relevant Policies and Procedures;
- Knowledge of Public Libraries Division of State Library's policies regarding the loan of books and other materials.
- Council's Workplace Health and Safety requirements.

c) Experience and/or Qualifications

- Experience in a customer service environment or a tourist information centre.
 - Experience in general library procedures
 - Experience with creating/updating websites and social media an advantage.
 - A current C class manual driver's licence
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11.0 KEY RESPONSIBILITIES OF THE POSITION

- 1) Assist visitors and members of the public with general enquiries and tourist information in person and electronically.
- 2) Conduct or supervise a number of tourists on a tour.
- 3) Update tourism information resources (written and electronic) as required.
- 4) Arrange sale and display of tourism merchandise.
- 5) Assist with the maintenance and operations of the public library.
- 6) Provide work progress reports to the Supervisor.
- 7) Communicate, solve and discuss work problems with other team members the Supervisor.
- 8) Assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff.
- 9) Ensure that Councils Quality Assurance Program is adhered.
- 10) Ensure that Councils Workplace Bullying and Harassment Policy, Workplace Health and Safety Policy is upheld and all operations are carried out in accordance with this policy
- 11) Perform other Council work as directed

Workplace Health and Safety Responsibilities

- 12) Being aware of Council's WH&S Management System – SAFE PLAN the WH&S Management Plan and MAPs.
- 13) Performing all work and associated functions in a safe manner.
- 14) Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by Council or its officers.
- 15) Correctly using and maintaining all personal protective clothing and equipment supplied by Council.
- 16) Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WH&S procedures.
- 17) Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council's property generally.
- 18) Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- 19) Attending any toolbox, team talks or specific training supplied by Council.
- 20) Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- 21) Working in a manner that will not endanger yourself, other employees or the public.
- 22) Report any concerns for WH&S to your Supervisor.

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees have a legal obligation and are required to observe Council policies and procedures in relation to Code of Conduct, Confidentiality, Anti-Discrimination, Equal Employment Opportunity; Workplace Health & Safety; Employee Welfare; the Environment and Service Delivery Standards. Employees must also fulfil all recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines.

12.0 KEY SELECTION CRITERIA

- 1) Experience in a customer service environment.
- 2) Strong interpersonal, verbal and written communication skills
- 3) Medium level of computer literacy especially with MS Office suite.
- 4) Good understanding of tourism and visitor information requirements in Diamantina Shire.
- 5) Knowledge of Public Libraries Division of State Library's policies regarding loan of books and other materials.
- 6) Ability to operate effectively in a team, contributing positively to team operations and working relationships in a friendly and flexible manner.
- 7) Ability to work under direct supervision whilst exercising initiative, judgement and enthusiasm.
- 8) Demonstrated commitment to Workplace Health and Safety policies and procedures.
- 9) Current Queensland 'C' Class Drivers Licence.

Note: As part of any recruitment for this position, Council may require the applicant to undertake a Criminal Records Check, Working with Children Check, Physical fitness/medical test, drug or alcohol test, relevant skill test, personality profile and/or psychometric testing prior to appointment. It is a condition of employment with DSC that all applicants agree to this requirement before appointment. Some positions require incumbent to undergo mandatory immunisation or provide medical documentary evidence of suitable immunisation as the work environment may involve exposure to areas identified as "at risk" work areas.

13.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Tourism and Events Manager

Internal Liaisons: All Council Departments

External Liaisons: Federal, State and Local Government authorities as appropriate, suppliers and contractors, Councillors, community members/groups, and members of the general public.

14.0 EXTENT OF AUTHORITY

As per Council's Delegation Register

15.0 APPROVALS

Reviewed By: Jessica Greenaway
Tourism and Event Manager

Approved by: Leon Love
Chief Executive Officer

Signed: _____

Date: ____/____/____

I, **[name]** have read and understood this Position Description – Tourism Officer and accept the objectives and responsibilities of this position.

Signed: _____

Date: ___/___/___

Print name: _____