
Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

- 1.0 TITLE:** Tourism Officer
- 2.0 AWARD:** Queensland Local Government Industry Award (Stream A) – State 2017
- 3.0 SECTION** Administrative, clerical, technical, professional, community service, supervisory and managerial services
- 4.0 DESCRIPTOR** Administrative
- 5.0 CLASSIFICATION:** Level 2
- 6.0 DEPARTMENT:** Tourism
- 7.0 BRANCH:** Community and Economic Development
- 8.0 LOCATION:** Birdsville
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9.0 POSITION OBJECTIVE

To provide excellent tourism customer service (and events backup support) in-off peak season to the visiting public and local community, to effectively and efficiently market Diamantina Shire as a desirable tourist destination.

10.0 REQUIREMENTS OF THE JOB

a) Skills

- Highly developed interpersonal, verbal and written communication skills.
- Excellent customer service skills.
- Reliable and self-motivated with well-developed time management skills.
- Tact, diplomacy and the ability to show customer service initiative and under direction with limited supervision as a team member with all members of Council employees.
- High level of computer literacy 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;
- Council's Workplace Health and Safety requirements.

c) Experience and/or Qualifications

- Experience and/or formal qualifications in tourism or a similar customer services related industry.
- Experience with updating websites and social media an advantage.
- Current Queensland C Class Drivers Licence or ability to obtain

Note: This position will involve a Monday to Sunday 7 day work roster during peak tourist periods.

11.0 KEY DUTIES / RESPONSIBILITIES

- 1) Assist visitors and members of the public with general enquiries and tourist information in person and electronically.
- 2) Assist new tourism staff and seasonal staff by providing support when needed.
- 3) Develop and update tourism information resources including advertising and marketing material (written and electronic).
- 4) Attend and market DSC at relevant trade and tourism shows
- 5) Establish networks and linkages with community, private sector and tourism organisations.
- 6) Arrange sale, display, stocking of tourism merchandise as well as dusting and cleaning.
- 7) Assist in the co-ordination of a range of media, marketing and promotion of projects, events and activities.
- 8) Provide community groups and clubs with guidance, advice and assistance in developing, entering into and creating appropriate and effective promotional materials in various mediums.
- 9) Provide work progress reports to the supervisor.
- 10) Communicate, solve and discuss work problems with other team members and the supervisor.
- 11) Assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff.
- 12) Ensure that Councils Quality Assurance Program is adhered to.
- 13) Comply with all Councils policies including but not limited to the Code of Conduct, Drug and Alcohol policy, Smoking policy and Workplace Bullying and Harassment Policy.
- 14) Perform other Council work within your capabilities as directed

Workplace Health and Safety Responsibilities

- 15) Undertake the responsibilities relevant to the position as specified in Schedule 1 – WH&S Obligation and Responsibility Statement as amended from time to time.

Quality Management

- 16) Ensure obligations and responsibilities are met within Council's quality management framework

Risk Management

- Comply with Council's Risk Management Policy and Framework
- Positively contributing to Council's risk management culture
- Perform duties in a manner which is within an acceptable level of risk, as determined by Council's Risk Management Framework
- Support the integration of risk management into all aspects of their activities and functions
- Undertake and participate in risk management training as required
- Make risk control and prevention a priority when undertaking tasks
- Ensure that risks are identified, managed and controlled appropriately within role; and
- Monitor and report on risks or risk treatments in accordance with Council's Risk Management Framework

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 and/or formal qualifications in tourism, customer services or related industry (or willing to undertake further study as Council budget allows).
2. Experience with updating websites an advantage (or willing to learn).
3. Highly developed interpersonal, verbal and written communication skills.
4. Demonstrated commitment to customer service.
5. Good level of computer literacy especially with MS Office suite and CMS (or willing to learn)
6. A current C class manual driver's 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 PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Qualification	Pathway	Pathway Professional Development
Tourism Qualification relevant to this position or similar	Potential for this position to progress to Tourism Manager	Formal management qualifications Formal finance experience Formal people management qualifications

14.0 PHYSICAL DEMAND CATEGORY

SEDENTARY WORK							
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					☒	
Work	Frequent lifting / carrying of objects weighing up to 10kgs.					☐	
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					☐	
WORK ENVIRONMENT							
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE	
Chemicals	☐ YES	☒ NO	Bending	☐	☐	☐	
Cold	☐ YES	☒ NO	Squatting	☐	☐	☐	
Dampness	☐ YES	☒ NO	Climbing	☐	☐	☐	
Fumes/gases	☐ YES	☒ NO	Twisting	☐	☐	☐	
Heat / Humidity	☒ YES	☐ NO	Reaching	☐	☐	☐	
Heights	☐ YES	☒ NO	PLANT OPERATION				
Noises	☐ YES	☒ NO	Maximum seat rating of 120kgs				
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS	
This job may include:							
Standing/Walking	Sitting	Driving	Hearing		☒	Foot Movement	☐
☐ None	☐ None	☐ None	Depth Perception		☐	Fine Manipulation	☒
☒ Occasional	☐ Occasional	☒ Occasional	Colour Discrimination		☐	Pushing/Pulling	☐
☐ 1-4 hrs	☐ 1-4 hrs	☐ 1-4 hrs	Peripheral Vision		☐	Finger Dexterity	☒
☐ 4-6 hrs	☐ 4-6 hrs	☐ 4-6 hrs				Simple Grasping	☐
☐ 6-8 hrs	☒ 6-8 hrs	☐ 6-8 hrs					

15.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Tourism Manager

Internal Liaisons: All Council Departments

External Liaisons: Community members/groups, and members of the general public.

16.0 EXTENT OF AUTHORITY

As per Council's Organisational Structure

17.0 APPROVALS

Approved by: Director of Community and Economic Development

Signed: _____

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

Signed: _____ **Date:** ____/____/____

Print name: _____