

# Diamantina Shire Council

## POSITION DESCRIPTION



<b>1.0 TITLE:</b>	Visitor Experience Officer
<b>2.0 AWARD:</b>	Queensland Local Government Industry (Stream A) Award - State 2017
<b>3.0 SECTION:</b>	Administration
<b>4.0 CLASSIFICATION:</b>	Level 3
<b>5.0 DEPARTMENT:</b>	Community & Economic Development
<b>6.0 BRANCH:</b>	Tourism & Visitor Services
<b>7.0 LOCATION:</b>	Bedourie / Birdsville

### 8.0 POSITION SUMMARY

As a Visitor Experience Officer, you play a pivotal role in ensuring a memorable and enjoyable experience for visitors to our community. Your primary responsibility is to provide exceptional visitor assistance and contribute to positive interactions between visitors and the local community. By doing so, you directly impact our reputation as a welcoming and visitor-friendly destination.

In this role, you will work closely with the Visitor Experience Coordinator and other team members to uphold high-quality service standards, efficient operational management, and a commitment to continuous improvement. Your duties include assisting in day-to-day operations, engaging with local businesses and organisations to enhance visitor services, and maintaining accurate records and feedback.

Your role also involves actively participating in stakeholder engagement, contributing to sustainable tourism initiatives, and supporting budget management for visitor services.

One of the key aspects of this position is flexibility, as you may be required to work weekends and holidays, which is common in the tourism industry. By joining our team, you become an essential part of our mission to provide an exceptional visitor experience and promote our community as a top tourist destination.

Your dedication to our values of innovation, teamwork, quality, and accountability will be crucial in achieving our goals and ensuring that every visitor leaves with positive memories of our community.

### 9.0 COUNCIL'S VALUES:

**Innovation & Continuous Improvement:** Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation. Through innovative thinking and constant review of our practices and approach, we are continually improving our performance and service delivery.

**Teamwork:** We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management, and staff work constructively together in a spirit of teamwork, trust, and loyalty.

**Quality:** Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment, and service delivery.

**Accountability:** Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.

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## **10.0 REQUIREMENTS OF THE POSITION**

### **a) Skills/Capabilities**

- Strong communication and interpersonal skills.
- Excellent organisational and time-management skills.
- Commitment to continuous improvement and innovative thinking.
- Knowledge of quality assurance principles.
- Ability to build and maintain partnerships with local businesses.
- Proficiency in using relevant software and tools.
- Flexibility to work weekends and holidays as required in the tourism industry.

### **b) Experience and/or qualifications**

- Education: A certificate III in tourism, hospitality, or a related field is preferred.
  - Experience: Proven experience in visitor experience or tourism management, with a minimum of 1 year in a similar role is preferred.
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## **11.0 KEY DUTIES / RESPONSIBILITIES**

### **a) Operational**

- **Visitor Assistance:**
  - Provide exceptional visitor assistance, ensuring high-quality services that align with our commitment to excellence in service delivery.
- **Community Engagement:**
  - Foster positive interactions between visitors and the local community.
  - Collaborate with local businesses and organisations to enhance the overall visitor experience.
- **Operational Support:**
  - Assist in the day-to-day operations of the visitor services team, contributing to the efficiency and effectiveness of services.
- **Reporting and Documentation:**
  - Maintain accurate records, report on key performance indicators, and document visitor feedback and incidents.
- **Stakeholder Engagement:**
  - Engage with various stakeholders, such as government agencies, local organisations, or tourism associations, to foster positive relationships and achieve shared goals.
- **Sustainability and Environmental Initiatives:**
  - Implement and promote sustainable tourism practices in alignment with community priorities.
- **Budget Management:**
  - Contribute to budget planning, allocation, and monitoring to ensure efficient resource utilisation for visitor services.
- **Other Duties as Assigned:**
  - Perform additional duties as assigned, acknowledging the possibility of varied responsibilities not listed in this PD.

**b) Workplace Health and Safety**

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

**c) Quality Management**

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

**d) Risk Management**

- Comply with Council's Risk Management Policy and Framework
- Perform duties in a manner which is within an acceptable level of risk, as determined by Council's Risk Management Framework
- Undertake and participate in risk management training as required

**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.

**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.

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## **12.0 KEY PERFORMANCE INDICATORS (KPIs):**

- **Visitor Assistance:** Provide exceptional visitor assistance, ensuring high-quality services that align with our commitment to excellence in service delivery.
  - **Community Engagement:** Foster positive interactions between visitors and the local community. Collaborate with local businesses and organisations to enhance the overall visitor experience.
  - **Operational Support:** Assist in the day-to-day operations of the visitor services team, contributing to the efficiency and effectiveness of services.
  - **Reporting and Documentation:** Maintain accurate records, report on key performance indicators, and document visitor feedback and incidents.
  - **Stakeholder Engagement:** Engage with various stakeholders, such as government agencies, local organisations, or tourism associations, to foster positive relationships and achieve shared goals.
  - **Sustainability and Environmental Initiatives:** Implement and promote sustainable tourism practices in alignment with community priorities.
  - **Budget Management:** Contribute to budget planning, allocation, and monitoring to ensure efficient resource utilisation for visitor services.
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### 13.0 PHYSICAL DEMAND CATEGORY

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

I declare that I am physically capable of undertaking the duties as outlined in this position description.

Signed: .....

Date: ..... / ..... / .....

Print name: .....

#### 14.0 PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Qualification	Pathway	Pathway Professional Development

#### 15.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Visitor Experience Coordinator

Internal Liaisons: All Council Departments

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

#### 16.0 EXTENT OF AUTHORITY

As per Council's Delegation Register

#### 17.0 APPROVALS

Approved by: Matt Allard  
Director of Community & Economic Development

Signed:  Date: ..30. / ..11. / 2023

I have read and understood this Position Description and accept the objectives and responsibilities of this position.

Signed: ..... Date: ..... / ..... / .....

Print name: .....