
Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

- 1.0 TITLE:** Tourism and Hospitality Officer,
- 2.0 AWARD:** Queensland Local Government Industry Award
(Stream B) - State 2017
- 3.0 SECTION:** Tour Guides
- 4.0 CLASSIFICATION:** Level 1- 2
- 5.0 DEPARTMENT:** Community Sustainability
- 6.0 BRANCH:** Tourism
- 7.0 LOCATION:** Birdsville and/or Bedourie
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8.0 POSITION OBJECTIVES

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

9.0 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.
- Flexibility, adaptability and a positive mindset

b) Knowledge

- Knowledge of or an ability to quickly develop understanding of tourism, hospitality and visitor information requirements in Diamantina Shire.
- Knowledge of or an ability to quickly develop understanding of the role of Local Government and relevant Policies and Procedures;
- Knowledge of or an ability to quickly develop understanding 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, with preference for experience in a tourism and/or hospitality workplace.
- Experience in general library procedures desirable
- Experience with the use of corporate social media accounts an advantage
- Experience in an accommodation and/or tourism attraction environment desirable
- Front office/reservations and/or housekeeping experience a distinct advantage
- Current Queensland C Class Drivers Licence or ability to obtain

Note: This position will involve a Monday to Sunday 7 day work roster.

10.0 KEY RESPONSIBILITIES OF THE POSITION

- 1) Assist visitors and members of the public with general enquiries and tourist information in person and electronically.
- 2) Update tourism information resources (written and electronic) as required.
- 3) Attend and market DSC at relevant trade and tourism shows.
- 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) Assist with the operations of Council's tourism assets, including (but not limited to) the Birdsville Tourist Park, Birdsville Lodge, Birdsville Courthouse Museum, Wirrari Visitor Information Centre, Bedourie Outback Visitor Information Centre and the Bedourie Tourist Park. Note that this includes ad hoc duties during critical times assisting the cleaning and laundry regime at our accommodation facilities.
- 10) Ensure that Councils Quality Assurance Program is adhered.
- 11) 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
- 12) Perform other Council work as directed

Workplace Health and Safety Responsibilities

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

Risk Management Responsibilities

- 14) Comply with Council's Risk Management Policy and Framework;
- 15) Positively contributing to Council's risk management culture;
- 16) Perform duties in a manner which is within an acceptable level of risk, as determined by Council's Risk Management Framework;
- 17) Support the integration of risk management into all aspects of their activities and functions;
- 18) Undertake and participate in risk management training as required;
- 19) Make risk control and prevention a priority when undertaking tasks;
- 20) Ensure that risks are identified, managed and controlled appropriately within their role; and
- 21) 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.

11.0 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, or the ability to quickly develop this knowledge.
- 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 supervision or on own whilst exercising initiative, judgement and enthusiasm.
- 8) Demonstrated commitment to Workplace Health and Safety policies and procedures.
- 9) Demonstrated ability to adapt to rapidly changing environments, and manage competing priorities
- 10) Knowledge of the hospitality sector
- 11) 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.

12.0 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 checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Heat / Humidity	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input checked="" 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 checked="" type="checkbox"/>
<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input type="checkbox"/>
<input type="checkbox"/>	6-8 hrs	<input checked="" type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs				

12.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Community Sustainability 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.

13.0 EXTENT OF AUTHORITY

As per Council's Delegation Register

14.0 APPROVALS

Reviewed by: Stephen Schwer
Community Sustainability Manager

Approved by: Leon Love
Chief Executive Officer

Signed:

A handwritten signature in black ink, consisting of stylized, cursive letters that appear to be 'S' and 'L' followed by a horizontal line.

Date:

16 October 2020.

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

Signed: _____

Date: ___/___/___

Print name: _____