



## Position Vacant

### Tourism Officer – Casual

#### The Position

This role is to perform provide frontline Tourism services at the Cunnamulla Fella Centre, to work as part of a team to plan and deliver events within the local community and promote businesses and attractions within the Paroo Shire.

#### Selection Criteria

1. Ability to model safe WHS behaviour in the workplace;
2. Ability to participate in the implementation of tourism services;
3. Ability to ensure all services are delivered in a professional and timely manner;
4. Ability to participate in the delivery of Tourism Events and provide support to ensure they are delivered in line with the event plan;
5. Ability to promote local businesses and tourism offerings to relevant community members and visitors; and
6. Demonstrate a high level of communication and customer service to the community and all workers at Council.

#### Experience & Qualifications

- Knowledge of or an ability to quickly grasp and understanding of the tourism and visitor information requirements for the Paroo Shire;
- Prior experience providing customer service role through Tourism, Retail, Business or Administration, including cash handling, Eftpos and end of day closure;
- Strong interest in Tourism is essential, enthusiastic about sharing knowledge of the local area and confidence in public speaking;
- Good communication and interpersonal skills, both verbally and written, with the ability to provide timely courteous customer service while representing Council;
- Experience and understanding of the importance of working within a team and autonomously;
- Experience in Microsoft Office, and operating standard office equipment, computers and the internet;
- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence or higher is an essential requirement for this position.
- Blue Card (Working with Children) essential; and
- Formal qualifications in Tourism highly regarded.

#### Benefits

- A competitive remuneration package is offered, depending on experience and qualifications.
- Casual working arrangements.
- Uniforms provided.

A position description is available below. Applications closing on 19 February 2024 at 4pm.

To apply please email your resume, cover letter outlining your experiences of the selection criteria and [application form](#) to [hr@paroo.qld.gov.au](mailto:hr@paroo.qld.gov.au) For further information please contact the HR Officer on 07 4655 8400.

Please note we can only consider your application if you are eligible to work in Australia.





## Paroo Shire Council Position Description

<b>Title:</b>	<b>Tourism Officer</b>
<b>Award:</b>	Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.
<b>Level:</b>	1
<b>Employment Basis</b>	Casual
<b>Department:</b>	Community Support and Engagement
<b>Location:</b>	Cunnamulla VIC Centre

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### Position Objectives

This role is to perform provide frontline Tourism services at the Cunnamulla Fella Centre, to work as part of a team to deliver events within the local community and promote businesses and attractions within the Paroo Shire.

### Reporting Arrangements and Delegations

This role is attached to the Tourism and Events team and reports directly to the Tourism Team Leader. It has no direct or indirect reports, however the role requires you to work closely with a range of stakeholders and visitors to the shire.

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### Key Selection Criteria

1. Ability to model safe WHS behaviour in the workplace;
2. Ability to participate in the implementation of tourism services;
3. Ability to ensure all services are delivered in a professional and timely manner;
4. Ability to participate in the delivery of Tourism Events and provide support to ensure they are delivered in line with the event plan;
5. Ability to promote local businesses and tourism offerings to relevant community members and visitors; and
6. Demonstrate a high level of communication and customer service to the community and all workers at Council.

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### Skills and Experience

- Knowledge of or an ability to quickly grasp and understanding of the tourism and visitor information requirements for the Paroo Shire;
- Prior experience providing customer service role through Tourism, Retail, Business or Administration, including cash handling, Eftpos and end of day closure;
- Strong interest in Tourism is essential, enthusiastic about sharing knowledge of the local area and confidence in public speaking;
- Good communication and interpersonal skills, both verbally and written, with the ability to provide timely courteous customer service while representing Council;
- Experience and understanding of the importance of working within a team and autonomously;
- Experience in Microsoft Office, and operating standard office equipment, computers and the internet;



- Commitment and uphold Council Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.

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### Qualifications

- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence or higher is an essential requirement for this position.
- Blue Card (Working with Children) essential; and
- Formal qualifications in Tourism highly regarded.

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### Key Responsibilities and Duties

#### Tourism Services

- Undertake tasks in all areas of the Visitor Information Centre including, but not limited to:
  - advanced customer service and interpersonal skills,
  - reception duties,
  - providing tourist information,
  - merchandising,
  - completing shop sales,
  - museum sales,
  - art gallery services,
  - completion of routine administrative tasks,
  - Stocktakes,
  - To perform housekeeping duties when quiet.
- Consistently complete allocated tasks within agreed timeframes;
- Assist in other tasks up to and including your competency and level, including but not limited to:
  - media,
  - marketing and promotion of projects,
  - events and activities,as approved by the Tourism Team Leader, Director of Community Support & Engagement and CEO.

#### Work Health & Safety

- Build awareness to WHS and safety systems of Council;
- Willing and able to call out unsafe or inappropriate behaviour when you see it; and
- Ensure compliance with, and demonstrate a commitment to Workplace Health and Safety, Councils Code of Conduct and other policies and demonstrate appropriate behaviour for a public sector employee.

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### ADDITIONAL POSITION REQUIREMENTS

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Willing to obtain a 'Blue Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- Medically fit and physically capable to meet requirements of the position.

#### Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers' specifications;
- Behave in a manner consistent with Council's Code of Conduct and HR policies and the Local

Government Act 2009; and

- Maintain confidentiality of all Council information obtained during the course of employment.

#### Customer Service

Employees must:

- Foster and maintain strong public relations with Council's ratepayers, clients and other bodies directly or indirectly associated with Council; and
- Provide consistent and excellent customer services to all stakeholders.

#### Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer, managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

#### OTHER INFORMATION

- Paroo Shire Council is an Equal Employment Opportunity employer;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

#### PHYSICAL REQUIREMENTS

SEDENTARY WORK							
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					<input 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 checked="" type="checkbox"/>	
WORK ENVIRONMENT							
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE	
Chemicals	<input type="checkbox"/> YES	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Maximum seat rating of 120kgs				
SPECIFIC ACTIONS REQUIRED						AUDIO – VISUAL DEMANDS	
This job may include:							
Standing/Walking	Sitting	Driving					
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>	
<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>	
<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/> 4-6 hrs	Peripheral Vision	<input type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs			Simple Grasping	<input checked="" type="checkbox"/>	

#### POSITION DESCRIPTION ACCEPTANCE

*I agree and accept all terms, conditions and duties outlined in this document.*

*Employee Name.....*

*Date.....*

*Employee Signature.....*

*CEO Name      CASSANDRA WHITE*

*Date 1/11/2023*

*CEO Signature*