



POSITION DETAILS

Position Title	Tourism & Events Officer	Award	QLD LGIA
Location	Cunnamulla	Classification	Stream A and Level 3
Department	Tourism	Employment Type	Full Time
Reports to	Manager, Tourism	Duration	To 30 July 2021

OBJECTIVES OF THE POSITION

This role provides frontline tourism services, delivering efficient, courteous and effective customer service and a welcoming environment for both residents and visitors to enjoy the experiences offered at the Cunnamulla Fella Centre which comprises the Visitor Information Centre, Artesian Tunnel and Historical Exhibition, and Art Gallery. Work as part of a team to produce efficient outcomes and promote local businesses, attractions and Events throughout the Paroo Shire and region.

As a representative of Council, professionalism and the provision of courteous customer service is essential.

KEY RESPONSIBILITIES

- Assist in the co-ordination of a range of media, marketing and promotion of projects, events and activities, as approved by the Tourism Manager, Director Community Support & Engagement and CEO, towards the achievement of mutual objectives.
- Establish networks and linkages with community, private sector, tourism and event organisations.
- Develop and/or update advertising and marketing material (written and electronic) for event information resources in consultation with the Tourism Manager
- Undertake tasks in all areas of the Visitor Information Centre including: reception, providing tourist information, completing shop sales, museum, events and art gallery services.
- Completion of routine administrative tasks.
- Consistently complete allocated tasks within agreed timeframes.
- Undertake other tasks as instructed, including but not limited to council held events.
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.
- Commitment to Workplace Health and Safety, Council's Code of Conduct and demonstrating appropriate behaviour for a public sector employee.
- Provide advice and assistance to the Tourism Manager and external contractors in the implementation of marketing, event management and promotional activities for the Cunnamulla Fella Festival/Roundup and other events.
- Maintain efficient and effective QA processes relating to the Cunnamulla Fella Festival/Roundup event management.
- Support and strengthen the planning and implementation of regular and special events within the Paroo Shire, including but not limited to the Cunnamulla Fella Festival/Roundup;
- Develop and/or update event advertising and marketing material (written and electronic) for tourism event information resources (local, regional and state) in consultation with Tourism Manager



SKILLS, EXPERIENCE AND QUALIFICATIONS

Essential:

- Knowledge of or an ability to quickly grasp and understanding of the event, tourism and visitor information requirements for the Paroo Shire.
- Prior experience providing event management and customer service roles through Tourism, Retail, Business or Administration.
- Strong interest in Events and 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.
- Developed skills in Microsoft Office and internet to carry out research, prepare reports and budgets, develop file and case notes, and other tasks as required
- Ability to actively work within a team and autonomously as required while ensuring your time is managed to meet the requirements of conflicting priorities
- Commitment to furthering your personal development through internal and / or external opportunities
- A commitment to the health and safety of yourself, fellow employees and actively support Council systems and legislation relating to Code of Conduct; Workplace Health and Safety; and appropriate workplace behaviours
- Current C Class Drivers Licence with (or the ability to obtain) a Driver Authorisation.

Desirable:

- Understanding or ability to quickly acquire knowledge of Local Government procedures and regulations
- Knowledge of Government and non government services being carried out in our community

ADDITIONAL INFORMATION

- This position is required to work out of Council’s Visitor Information Centre in Cunnamulla, however this position may be required to travel within the Local Government Area and work outside of standard business hours.
- Should you, at anytime during your appointment in this role, become ineligible to hold a C Class drivers licence, you are required to advise Council immediately.

APPROVAL OF POSITION DESCRIPTION

Position Description Approved by: **Cassandra White, Chief Executive Officer, Paroo Shire Council**

Signature

Date

15 April 2021

ACCEPTANCE OF POSITION DESCRIPTION

- I, have read, understood and accepted the above information summarised in this Position Description.
- I understand that due to operational requirements, my duties and responsibilities may change from time to time and as such this Position Description may be amended.

Name

Signature

Date