



Paroo Shire Council Position Description

Title:	Tourism and Events Officer
Award:	Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.
Level:	2
Employment Basis	Flexible working arrangement
Department:	Community Support and Engagement
Location:	Cunnamulla VIC Centre

Position Objectives

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.

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.

Key Selection Criteria

1. Model safe WHS behaviour in the workplace;
2. Ensure all services, programs and events are delivered in a safe and healthy manner;
3. Participate in the planning and implementation of tourism services;
4. Ensure all services are delivered in a professional and timely manner;
5. Participate in the planning and delivery of Tourism Events and provide support to ensure they are delivered in line with the event plan;
6. Participate in post event reviews to appraise the event's success;
7. Promote local businesses and tourism offerings to relevant community members and visitors; and
8. Provides a high level of communication and customer service to the community and all workers at Council.

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;
- 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, databases and operating standard office equipment, computers and the internet;

- Experience with creating/updating websites and social media an advantage; and
- Commitment and uphold Council Code of Conduct, Workplace Health and Safety and Anti Discrimination policies

Qualifications

- Current Driver Licence C Class;
- Blue Card (Working with Children) essential; and
- Formal qualifications in Event Management and/or Tourism highly regarded

Key Responsibilities and Duties

Tourism Services

- Undertake tasks in all areas of the Visitor Information Centre including: reception, providing tourist information, completing shop sales, museum and art gallery services Completion of routine administrative tasks; and
- Assist in developing an annual tourism marketing plan and budget and measuring marketing success, including evaluating marketing and advertising success and return on investment.

Event Planning and Delivery

- Consistently complete allocated tasks within agreed timeframes; and
- Undertake other tasks as instructed, including but not limited to council held events.

Business and Event Promotion

- Assist in the coordination of a range of media, marketing and promotion of projects, events and activities, as approved by the Tourism Manager, Chief Corporate Officer and CEO, towards the achievement of mutual objectives; and
- Develop and/or update advertising and marketing material (written and electronic) for tourism information resources in consultation with the Tourism Team Leader.

Communication and Customer Service

- Establish networks and linkages with community, private sector and tourism organisations;
- Participate in Paroo Shire Council's continual improvement process; and
- Implement and monitor all aspects of the Paroo Shires Tourism social media and web marketing.

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; and
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment.

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 six-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 checked="" type="checkbox"/> YES	<input 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 checked="" type="checkbox"/> YES	<input 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		REPETITIVE MOTIONS	
This job may include:							
Standing/Walking	Sitting	Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input checked="" type="checkbox"/>
<input type="checkbox"/> None	<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 checked="" type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input checked="" type="checkbox"/> 1-4 hrs	<input checked="" 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	<input type="checkbox"/> 4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs				

POSITION DESCRIPTION ACCEPTANCE

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

Employee Signature.....

Employee Name.....

Date.....

CEO Signature.....

CEO Name: Cassandra White.....

Date.....