



Boulia Shire Council POSITION DESCRIPTION

<p>POSITION TITLE: Tourism Officers-General</p> <p>DIRECTORATE: Community Services</p> <p>DEPARTMENT: Tourism</p> <p>POSITION NO:</p>	<p>LEVEL</p> <p>CLASSIFICATION: 1.3</p> <p>AWARD and STREAM: Queensland Local Government Industry Award (Stream A) - State 2017</p> <p>REPORTS TO: Community Services Manager</p> <p>LAST REVIEW DATE: 09/01/2022</p>
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As an organisation, we value

Professionalism: We will display accountability, openness, transparency and integrity.

Continuous improvement: All aspects of the organisation’s operations are encouraged through a progressive and creative approach.

Excellence: The manner in which we approach all aspects of the business, the highest possible outcome will be achieved.

Procedural consistency: There is a consistent approach to the way in which Council conducts its business across the region.

Customer focus: We identify and meet the needs of all customers in a responsive and equitable manner.

Team work and coordination: We work together to achieve a common goal

Safety and well-being: We are all committed to working safely and caring for each other’s well-being.

DEPARTMENT SUMMARY

The tourism department provides for the delivery of tourism information about our unique tourist attractions and other support information on the other attractions available in the wider region. We also provide up to date visitor information such as road conditions. Council operates two tourism sites – the Min Min Encounter facility and the Heritage Complex.

EXTENT OF AUTHORITY

This position acts within statutory regulations and established procedures, with license to exercise initiative and judgement. The position holder acts within the guidelines of the Manager Community Services

POSITION SUMMARY

The primary function of this position will be to provide efficient customer service and the delivery of informative guided tours as required to the visiting public, dignitaries, and tour groups for either facility.

The Min Min Encounter

The Min Min Encounter facility includes a 45 min animatronics show of the stories of those who have 'seen the light'. It is a state-of-the-art facility which has taken advantage of the latest technology available to promote this unique show.

The Heritage Complex

The Heritage Complex is home to a marine fossil collection over 500 million years old and one of the most complete Plesiosaurs in Australia. It also features local indigenous history and early equipment utilised by the settlers.

Together they form some of the towns tourism attractions which sees over 8,000 visitors per year and the role provides the opportunity to engage with all age groups especially for arts and cultural activities and the preservation of historic and heritage artefacts.

CORPORATE RESPONSIBILITIES

CODE OF CONDUCT

1. Compliance with Council's Code of Conduct, Management Directives and policies and procedures, ensuring that behaviour and conduct;
 - a) is in line with the expectations of Council as specified in the Code of Conduct, and
 - b) decisions are made based on the principles of sound ethics and judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a) Integrity and Impartiality
 - b) Promoting the Public Good
 - c) Commitment to the system of government
 - d) Accountability and transparency

CONFLICT OF INTEREST

- a) Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the Chief Executive Officer.
- b) Boulia Shire Council and the employee are in, or are entering into, an employment relationship whereby the employee may gain access to confidential information and other valuable and protectable information of the Boulia Shire Council.
- c) The Employee agrees to deal with Confidential Information in accordance with the Terms of the Boulia Shire Council's Employee Deed of Confidentiality.

CONFIDENTIALITY AGREEMENT

- a) Staff should make themselves aware of the basic provisions of the various Acts, regulations, local laws, policies, delegations and protocols that relate to Council, as applicable to their position.
- b) Staff will refrain from engaging in behaviour that is improper, disgraceful or unbecoming, or shows unfitness to continue as an employee.

- c) Staff must give their undivided attention to their work during working hours, not engage in activities which make them unavailable when needed, and not engage in activities which are in any way in conflict with Council interests.
- d) Staff must recognise that their employment relationship is one of confidence and trust, and not disclose confidential and private information gained in the course of their work.

PUBLIC SECTOR ETHICS

Council is required to prepare a Code of Conduct for their organisation under the provision of the Public Sector Ethics Act 1994.

The code is based on five ethical principles:

- Respect for the law and the system of government
- Integrity
- Respect for others
- Economy and efficiency
- Diligence

Staff members are asked to become familiar with the basic principles outlined in the Boulia Shire Council's Code of Conduct, and what type of behaviour will be tolerated within the work environment.

In the Council being a public sector organisation, employees are expected to work in accordance with the Public Sector Ethics ie the principles and standards of conduct expected of staff members during their day to day employment.

GENERAL INFORMATION

POSITION DETAILS

This position will be located within either of the Boulia Shire Council's tourism facilities, in Boulia township.

It is subject to a **three (3) month probationary period**, and performance will be formally reviewed annually, with informal feedback as required.

General features of this position require the application of knowledge and skills, which are gained through training and experience in the field.

The nature of the work will require the position holder to demonstrate professionalism and ethical conduct at all times.

Although due care has been taken to consider all aspects of the Tourism officer role, Council acknowledges that situations, circumstances or issues may arise outside the scope of the Position Description.

In any instance where details are not adequately defined or addressed within the Position Description, the Officer will consult with the Community Services Manager to achieve an official determination.

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES

- Maintain and develop catalogues of historical date and/or artefacts / display items
- Deliver accurate information sessions to tour groups, visitors and dignitaries
- Gain and maintain sound knowledge of exhibits in all areas of the tourism operations
- Promote attendance to all of the tourism facilities by organising various community information and /or historical events eg Queensland Day, cultural events and school tours
- Efficiently operate the day-to-day operations of the facilities
- Keeping up to date information for tourists eg handouts and brochures etc

- Promote and heighten the profile of the Boulia Shire as a desirable tourist destination
- Collate statistical information in compliance with reporting requirements such as Monthly Council Reports, Annual Report and other tourism operational reports.

KEY PERFORMANCE INDICATORS

KEY COMPETENCIES

- Provide friendly and professional service to all customers and visitors
- Assist in undertaking a variety of duties relating to the operation of the facilities, including customer service, receipting, banking and cleaning
- Collect and collate statistical data in compliance with reporting requirements
- Prepare monthly reports for Council's consideration in liaison with the Min Min Encounter Tourism Officer
- Relieve staff in other areas of Council's tourism operations as required

SELECTION CRITERIA

- Demonstrated ability to perform Specific Accountabilities/Performance Objectives
- Demonstrated skills, knowledge and experience as outlined within the Position Description
- Physical and psychological ability to perform duties in accordance with Workplace Health and Safety Obligations

Skills:

- Basic computer skills such as MS Word, MS Excel, MS Publisher and MS Outlook and internet skills
- Ability to communicate clearly and effectively with visitors
- Ability to work as part of a team
- Time management and organisational skills
- A strong commitment to customer and community service

Knowledge:

- Knowledge of the tourism industry at the local, regional and state level is desirable
- Knowledge of, or the ability to rapidly acquire knowledge of Boulia and its' history
- Research skills for family history and other historical purposes

Experience / Qualifications:

- No previous experience necessary, however, a genuine desire to work in the tourism field is essential
- First Aid Certificate – or ability to acquire certification
- Certificate III in Tourism (preferable but not essential)
- Working with Children Check
- C Class Licence

Training:

- Training may be required to ensure that adequate skills are gained and maintained
- The position holder may be encouraged to attend workshops and seminars relevant to the position, particularly regarding Workplace Health and Safety and Manual Handling

EQUIPMENT OPERATED

- a) Point of Sale
- b) Computer
- c) Telephone
- d) Motor Vehicle
- e) Electronic and other Machinery

WORK HEALTH AND SAFETY OBLIGATIONS

All employees have a legal obligation to comply with statutory and the Boulia Shire Council's WHS Management System (Boulia Safe); WHS policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Duties of workers while at work, a worker must:

- a) Take reasonable care of his or her own health and safety,
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Boulia Shire Council to allow the person to comply with the Work Health and Safety Act; and
- d) co-operate with any reasonable policy or procedure of Boulia Shire Council relating to health or safety at the workplace that has been notified to workers.

PHYSICAL DEMAND CATEGORY

SEDENTARY WORK	<i>Refer: Code of Practice 2011</i>
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs. Medium
Work	Frequent lifting / carrying of objects weighing up to 10kgs.
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs

SPECIFIC ACTIONS REQUIRED					
<i>This job may include:</i>					
Standing/Walking		Sitting		Driving	
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional
<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hr
<input checked="" type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs
<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs

REPETITIVE MOTIONS	
Simple Grasping	<input checked="" type="checkbox"/>
Fine Manipulation	<input type="checkbox"/>
Pushing / Pulling	<input checked="" type="checkbox"/>
Finger Dexterity	<input checked="" type="checkbox"/>
Foot Movement	<input checked="" type="checkbox"/>

THIS JOB WILL REQUIRE:			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT		
Attribute	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chemicals	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Cold	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Dampness	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Fumes / Gases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heat / Humidity	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Heights	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Noises	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

AUDIO-VISUAL DEMANDS	
Depth Perception	<input checked="" type="checkbox"/>
Colour Discrimination	<input checked="" type="checkbox"/>
Peripheral Vision	<input checked="" type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>

PLANT OPERATION
maximum seat rating of 120kgs

GENERAL OBLIGATIONS

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions; and to update these to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with supervisors and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document, it is understood that employment is with Bouliia Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Prepared by: Human Resources Officer (Lynn Moore -HR in absentia)

Date: 09/01/2022

Signature:



Approved by: Chief Executive Officer

Date: 09/1/2022

Signature:



DEVELOPMENT/ REVIEW DATE	VERSION	PREPARED BY	APPROVING OFFICER	APPROVAL DATE
09.01.2022	1.0	CEO	CEO	09.01.2022