



## Boulia Shire Council POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Tourism Officer, Min Min Encounter	<b>LEVEL</b>	
<b>DIRECTORATE:</b>	Community Services	<b>CLASSIFICATION:</b>	4.1-4.3
<b>DEPARTMENT:</b>	Tourism	<b>AWARD and STREAM:</b>	Queensland Local Government Industry Award (Stream A) State 2017
<b>POSITION NO:</b>	n/a	<b>REPORTS TO:</b>	Manager, Community Services
		<b>LAST REVIEW DATE:</b>	14 May 2018

### 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

- a) TOURISM:
- b) MARKETING
- c) ADMINISTRATION

## POSITION SUMMARY

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This role is a broad scoping position which liaises with management and supports Council's corporate strategy for the tourism industry to be an economic driver for the region.

This position acts within statutory regulations and established procedures, with license to exercise initiative and judgement within delegated authority.

The position holder performs duties within the guidelines of the Manager, Community Services.

## CORPORATE RESPONSIBILITIES

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### 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

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- 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

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- 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**

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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**

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The function of this position will be to provide long-term support and services to the Community Services Manager from tourism work areas within Boulia Shire Council's organisational structure.

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's 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 Manager, Community Services to achieve an official determination.

### **POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES**

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- a) Actively promote and market the Boulia tourism product by developing methodologies for both the digital space and the tourism in regional Queensland including attendance at trade shows
- b) Thorough knowledge of products, local and regional tourist attractions to enable value-adding in Min Min Encounter sales.
- c) Efficiently manage the day to day operation of the Min Min Encounter facility including the administration, finance, casual staff rostering and housekeeping.
- d) Proactive approach in the development of appropriate marketing strategies for upcoming events.
- e) Development of innovative marketing ideas to increase the percentage of sales against visitation.

- f) Develop methodologies for the effective operation of the Min Min Encounter to improve Council's return on investment.
- g) Assist in the training of tourism casual staff in the Min Min Encounter.
- h) Develop and implement strategies to attract visitors to Boulia Shire and neighbouring western Queensland councils.
- i) Collation of statistical data including preparation of monthly Council Tourism reports and completion of annual stocktake.
- j) Identification and purchase of stock requirements, including the presentation and display of merchandise.

## KEY PERFORMANCE INDICATORS

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### KEY COMPETENCIES

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- a) Advanced verbal and written communication skills, including the ability to engage in public speaking with a variety of user groups visiting the Min Min Encounter
- b) Ability to work within a small team environment
- c) Time management and organisational skills
- d) A strong commitment to customer and community service
- e) Ability to propose and follow through with, innovative methods to meet the overall objectives of the Council's Corporate and Operational Plan
- f) Knowledge of the tourism industry at the local and state level is desirable
- g) Ability to rapidly acquire knowledge of local tourism attractions and events
- h) Sound cash handling skills and experience with electronic retail stock management

## SELECTION CRITERIA

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

## EXPERIENCE / QUALIFICATIONS / LICENCES / SKILLS

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- a) Demonstrated ability to work unsupervised with sound time management practices.
- b) Demonstrated point of sale experience in a fast-paced environment eg peak tourism season
- c) Intermediate level skills in MS Office Suite of products and electronic media including but not limited to web site maintenance, and Facebook
- d) Desktop publishing experience in the development of promotional marketing materials

- e) Qualifications in or progression towards a tourism, business or media related discipline or a combination of expertise and competence gained through experience, training or education sufficient to perform the duties required at this level.
- f) C Class Driver's Licence.
- g) Current Working with Children Check (Blue card)
- h) In choosing the right person for this role we will consider what you have done previously – the knowledge, skills and experience you've built; and potential for professional development, and personal qualities.

## PROFESSIONAL DEVELOPMENT

- a) Undertake continuous refresher training to maintain/enhance and/or develop qualifications, skills and knowledge applicable to the role.
- b) The position holder may be encouraged to attend workshops and seminars relevant to the position.

## WORK HEALTH AND SAFETY OBLIGATIONS

- a) Being aware of and implementing the Boulia Shire Council's WH&S Management System
- b) Performing all work and associated functions in a safe manner.
- c) Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers.
- d) Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- e) Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WH&S procedures.
- f) Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Boulia Shire Council's property generally.
- g) Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- h) Attending any toolbox, team talks or specific training supplied by the Boulia Shire Council.
- i) Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- a) Working in a manner that will not endanger themselves, other employees or the public.
- a) Report any concerns for WH&S to your Supervisor.

WORK HEALTH AND SAFETY COMPETENCIES	
Work Environment	refer Safety Management Plan
Armed Robbery	Cash Handling & Cash Handling Out
Ergonomics	Office Safety
Manual Handling	Office Safety & Manual Handling Management
Emergency Procedures	Visitor Information Centre Emergency Procedure
Customer Service – training	Dealing with Difficult Customers
Trips and Hazards	Office Safety
Stress	Stress Management

## EQUIPMENT OPERATED

- a) Telephone
- b) Computer
- c) Daily operation of the Min Min Encounter's Animatronics Show
- d) Ideal POS, cash register and stock control system
- e) Operating and Troubleshooting the Min Min Encounter's technology and fittings

## 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

STANDING / WALKING	
<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional
<input checked="" type="checkbox"/>	1 – 4 hours
<input type="checkbox"/>	4 – 6 hours
<input type="checkbox"/>	6 – 8 hours

SITTING	
<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional
<input checked="" type="checkbox"/>	1 – 4 hours
<input type="checkbox"/>	4 – 6 hours
<input type="checkbox"/>	6 – 8 hours

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

THIS JOB WILL REQUIRE			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Dampness	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Fumes / Gases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heat / Humidity	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heights	<input type="checkbox"/> Yes	<input checked="" 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

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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 Boulia 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

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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

**Date:** :..... / ..... / .....

**Signature:** .....

**Prepared by:** Community Services Manager

**Date:** :..... / ..... / .....

**Signature:** .....

**Approved by:** Chief Executive Officer

**Date:** :..... / ..... / .....

**Signature:** .....

DEVELOPMENT/ REVIEW DATE	VERSION	PREPARED BY	APPROVING OFFICER	APPROVAL DATE
11.06.2018	1.0	HR	CEO	11.06.2018
28.10.2019	2.0	HR & CSM		