

MURWEH SHIRE COUNCIL

Vacant Position

Visitor Information Support & Tourism Officer

We are seeking a passionate individual who thrives in an energetic team environment and is dedicated to delivering outstanding customer service and tour guiding to our visitors. The perfect candidate is well-presented, self-driven, energetic, and possesses a friendly personality.

Our tourist attraction operates seven days a week

Requirements of the job:

Essential:

- current 'C' Class Driver's licence
- Demonstrated experience in a similar role
- Demonstrated interpersonal and communication skills.
- Demonstrated customer service skills.
- Ability to work autonomously or as part of a team.

Desirable:

- Tourism sector knowledge

To apply for this position:

- Review the Position Description available at www.murweh.qld.gov.au/council/employment
- Provide a covering letter detailing how you meet the Selection Criteria and/or the requirements of the position as per the Position Description.
- Email your response, Position Application form and Resume to recruitment@murweh.qld.gov.au
- For more information about this position contact Teisha Boland on 4656 8360.

Applications close: **midnight Sunday 5 January 2025**

Murweh Shire Council
P.O Box 63
96-101 Alfred Street
Charleville Q 4470

☎ 07 4656 8355

✉ recruitment@murweh.qld.gov.au

🌐 www.murweh.qld.gov.au

📘 www.facebook.com/MurwehShire



Position Details	
Position Title:	VIC Admin Support & Tourism Officer
Department:	<i>Tourism</i>
Location:	Murweh Shire
Employment Basis	<i>Permanent Full-time</i>
Certified Agreement and Level:	Queensland Local Government Industry Award (Stream A) 2017 <i>Murweh Shire Council Certified Agreement 2022</i>
Level:	2
Reporting to:	<i>Supervisor or as directed</i>
Supervisors:	<i>Nominated Staff</i>

The Murweh Shire

Located in southwest Queensland, the Murweh Shire covers an area of 43,905km² with over 5000 people residing across the Shire primarily in the towns of Charleville, Augathella, Morven and Cooladdi. Our employees work across all towns in our Shire and our main administration office is located in Charleville. The town acts as a major commercial and tourism hub for the Shire forming part of a thriving region, with excellent schools, shopping and facilities that support the main industries of grazing, agriculture and tourism.

Our Mission:

To promote a vibrant, inclusive, local government area through sustainable, responsive leadership.

Our Values:

Underpinning our employee culture and behaviours:

- Compassion** We have compassion for all
 - Vision** We look forward to set the path
 - Trust** We are trusted
 - Pride** We take pride in what we do and the way we do it
 - Integrity** We have transparency about the decisions we make
- = SUSTAINABILITY**



Council's Expectations

General

- Performance may be reviewed annually against the responsibilities, accountabilities and behaviours defined in this role description.
- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your ability, training and level.
- Maintain a professional image of Council as being efficient, courteous and customer focused.
- Undertake training as directed.
- Prompt response to service requests; be diligent in the delivery of assigned duties.

Organisational

- Completion of Timesheet, Logbooks and Pre-starts as required.
- Contribute positively and participate in team meetings as required.
- Completion of relevant position administration e.g. Guardian System
- Keep your supervisor informed of your activities and any factors that could impact on the public & Council operations.
- Personal planning to meet deadlines and notify Council staff promptly to avoid problems in their planning.
- Always ensure the security and appropriate intended use of Council information.
- Comply with the requirements of Council policies and procedures as amended from time to time.

Continuous Improvement & Quality Management

- Be a team player and assist proactively within the position's capacity.
- Be willing to accept responsibility for own actions and decisions, and to be held accountable for them.

Performance Measurement Criteria (guide only)

- *No internal complaints received*
- *Minimal customer complaints received*
- *All tasks completed within agreed timeframes*
- *Timesheet, Logbooks and Pre-starts are completed on time*
- *100% Completion of all required training*
- *100% of required Health and Safety documentation is completed and hazards & incidents reported in a timely manner*
- *All tasks are planned and completed to a high standard*
- *Demonstrated participation in requested tasks and involvement in team activities*

Organisational Responsibilities

All employees are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Murweh Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role. Policies are accessible to employees on the Council's website under "Council Policies".



As a representative of Council, demonstrated professionalism and a commitment to a high level of service and continuous improvement in the best interest of Council and the Community are essential.

Workplace Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Murweh Shire Council Work Health and Safety requirements, including but not limited to, our Safety Management System, protocols, Policies, Procedures and work instructions. In fulfilling this duty, workers are to:

- Take reasonable care for their own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council’s Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of others.
- Comply with the requirements of Council policies and procedures as amended from time to time.
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Position Overview

The VIC and Tourism Officer is responsible for:
 Servicing the tourism information needs of visitors and locals.
 Enhancing the quality of visitor experience through the effective promotion of the region to visitors.
 Contributing to increasing the regions visitor economy by increasing visitor length of stay and number of activities undertaken

Key Responsibilities

All duties are to be conducted in an efficient, timely, professional and safe manner. The key responsibilities include, but are not limited to:

- Be the first point of contact for telephone enquiries
- Tour Guide
- Provide a high level of service to the public and provide information on local attractions, events and history
- Continually provide the highest level of customer service to ensure all services delivered exceed the expectations of our visitors, tourism operators and residents.
- Provide support services, resources or information for community events as required.
- Assist with clerical and administrative services as directed
- Liaise with local providers regarding retail stock and prepare monthly reports for Council on sales and visitor numbers.
- Ensure all areas of the Tourism Centre are well presented, clean and tidy.
- Carry out efficient cash handling and balancing procedures
- Use BookEasy online booking system to book tours, sell souvenirs.
- All work is to be carried out in accordance with the Quality Assurance System
- Adhere to Murweh Shire Council policies and procedures.



- Commitment to Work Health and Safety, Council’s Code of Conduct and demonstrating appropriate behaviour for a public sector employee.
- Ensure that timesheets are being correctly completed daily.
- All overtime and TOIL is to be authorised by your supervisor.
- Any other duties as directed that is not explicitly listed in this job description.

Physical Requirements

Physical Demand Category

- Sedentary Work
- Maybe required Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Maybe required Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Maybe required Heavy Work – Frequent lifting/carrying of objects weighing up to 16kgs.

Audio – Visual Demands

- Depth Perception Colour Discrimination Peripheral Vision Hearing

Specific Actions Required

This job may include

Standing/walking		Sitting		Driving	
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional
<input type="checkbox"/>	1-4 hours	<input type="checkbox"/>	1-4 hours	<input checked="" type="checkbox"/>	1-4 hours
<input checked="" type="checkbox"/>	4-6 hours	<input checked="" type="checkbox"/>	4-6 hours	<input type="checkbox"/>	4-6 hours
<input checked="" type="checkbox"/>	6-8 hours	<input type="checkbox"/>	6-8 hours	<input type="checkbox"/>	6-8 hours

Work Environment

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

Repetitive Motions

- Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Skills, Experience and Qualifications

Essential or relevant to your position:

- current 'C' Class Driver's licence
- Ability to multi-task
- Ability to provide high level customer service
- Possess good communication skills and the ability to engage customers
- Possess self-motivation and be an enthusiastic team player
- Knowledge of or the ability to acquire knowledge of tourism operations
- Required to work broken/split shifts, night work.
- Tourist attraction operating 7 days a week.

Desirable:

- Possession of an administration tertiary qualification or relevant experience in a similar role within the tourism industry would be highly regarded.

Eligibility and Other Requirements

To be eligible for this position, the incumbent must be:

- legally entitled to work in Australia, including obtaining and retaining any necessary visas or residency status where applicable;
Note: If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, provided the work complies with the conditions of your visa.
- medically fit and physically capable to meet the health requirements of the position and be prepared, to complete a Medical Assessment in accordance with the "Fitness for Duty Policy";
- prepared, if required, to provide a positive Criminal History Check;
- willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- prepared to work flexible hours to meet the requirements of the position;
- in agreement with all other terms and conditions specified within the Contract of Employment;
- approved for employment by Human Resources following satisfactory qualification, reference and any other pre-employment checks as required for this position (applicable to new starters only).





Position Description

HRF-002A V2

Acknowledgment of Position Description

- I have received a copy of the relevant position description.
- I have read this position description, and I understand the duties, responsibilities and expectations.
- I understand that the position description outlines the general nature, function, and level of work being performed, rather than an exhaustive list of all duties, responsibilities, and skills needed for the role.
- I understand my duties may change on a temporary or regular basis according to the needs of the Council without it being specifically included in the position description.
- Before signing, I have discussed any relevant questions I have about the position. The listed skills and experience represent the minimum requirements for the position.
- I understand that I must possess the ability and/or aptitudes to perform each duty proficiently.

Employee Signature:

Date:

Employee Name:

Tourism Manager Signature:

Date:

Tourism Manager Name:





Murweh Shire Council

POSITION APPLICATION FORM

PO Box 63 CHARLEVILLE QLD 4470; Phone: 07 4656 8355; Email: recruitment@murweh.qld.gov.au
Website: www.murweh.qld.gov.au

VACANCY DETAILS			
Job Ref ID: VP.	Position Title:	Closing Date:	
PERSONAL DETAILS			
Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	First Name:	Last Name:	Date of Birth:
Residential Address:		Postal Address:	
Mobile:	Daytime Contact No:	Email:	
Driver's License/Class:			
Tickets/Qualifications:			
White Card: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are you an Australian Citizen or permanent resident of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Have you previously worked for Murweh Shire Council? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please include details in your resume/CV			
REFEREE DETAILS (NOT TO BE FAMILY OR FRIENDS) Can you confirm your referees are current and are happy for Us (Council) to contact them? PLEASE MAKE SURE PHONE NUMBERS ARE CURRENT			
Referee 1	Name:	Referee 2	Name:
	Phone:		Phone:
	Relationship:		Relationship:
HOW DID YOU FIND OUT ABOUT THIS POSITION? Please tick			
<input type="checkbox"/> South West Newspaper	<input type="checkbox"/> Council Website	<input type="checkbox"/> Council Facebook	
<input type="checkbox"/> Friend/Family Member	<input type="checkbox"/> Other _____		

DECLARATIONS

The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.

Health

To the best of your knowledge, do you have any medical conditions that will preclude you from undertaking the duties of the position you have applied for?

No Yes

If 'Yes' please provide details:

Workers' Compensation Claim

Have you ever made a workers' compensation claim?

No Yes

If 'Yes' please provide claim details (*eg. Year of injury, company worked for, period of time off work*)

Are any claims still current?

No Yes Not applicable

If 'Yes' please provide claim details

Criminal Convictions

Have you ever been convicted of any offence in any court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (*you do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988*)

No Yes

If 'Yes' please provide details:

Applicant Declaration

I hereby declare that the information contained in this document is true and correct.

Applicant Signature:

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

CHECKLIST

Please ensure you have completed and included the following prior to submitting your application:

- Completed Job Application Form
- Listed 2 recent referees
- Enclosed a Resume
- Enclosed a detailed cover letter outlining how your skills, qualifications and experience meet the key requirements of the position

OFFICE USE ONLY – APPLICATION RECEIPT

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