

### Tourism & Economic Development Support Officer

Burdekin Shire Council is seeking applications for a Tourism and Economic Development Support Officer to provide assistance and support in the operation of Visitor Information Centre facilities in the Shire and to provide administrative support to the Economic Development Coordinator and Tourism Officer.

#### The Person

The successful applicant will possess the following attributes at a minimum:

- Demonstrated experience in routine administrative or clerical work within the confines of established procedures, with occasional complex situations.
- Demonstrated ability to work with volunteers and community organisations.
- Demonstrated ability to adapt to changing work environments and/or conditions while maintaining a positive attitude and a commitment to continuous improvement.
- Demonstrated ability to apply time management skills to the workplace with reference to planning and organising own workload.
- Demonstrated commitment to providing quality client service.
- Demonstrated ability to quickly learn and implement new skills with computer systems and applications.
- Demonstrated ability to handle private, confidential and sensitive information.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 2 (\$65,121pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Application packages are available from the Human Resources Office on (07) 4783 9800 or Council's website [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au).

Applications for **18/43 – Tourism and Economic Development Support Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- Email – [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- Mail – Confidential Application No. 18/43, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 25 July 2018 at 5.00pm. Word or PDF format is preferable.

For further information please contact Human Resources on (07) 4783 9800.

### Tourism & Economic Development Support Officer

<b>Position Number</b>	10025
<b>Certified Agreement</b>	Burdekin Shire Council Certified Agreement - 2018
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>Award Section</b>	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
<b>Award Level</b>	Level 2
<b>Reports To</b>	Economic Development Coordinator
<b>Place of Employment</b>	Council Chambers, 145 Young Street, Ayr.

### Position Objective

Provide assistance and support in the operation of Visitor Information Centre (VIC) facilities in the Shire and administrative support to the Economic Development Coordinator and Tourism Officer.

### Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide administrative support to the Economic Development Coordinator and Tourism Officer in carrying out administrative duties as required, including preparation of correspondence and creation of materials for publications and promotional material.
- Provide support to the Tourism Officer in the operation of the Visitor Information Centres (VIC) in Ayr and Home Hill.
- Provide support to the Tourism Officer in supporting the volunteers operating the two VICs.
- Assist the Economic Development Coordinator and Tourism Officer with the maintenance of the economic development and tourism pages within Council's website and destination website when completed.
- Assist in the organisation, set up and attendance at economic development and tourism industry events, meetings, workshops, tradeshows and expos.
- Liaise with community, business networks and industry groups as required.
- Gather statistical data and information for internal and external uses. Assist internal and external clients with statistical enquiries.
- Register economic development and tourism correspondence within council's record management system (ECM).
- Provide support requiring the exercise of sound judgement, confidentiality and sensitivity.
- Other duties as delegated by the Economic Development Coordinator and Tourism Officer within the scope of this position.

## Position Requirements

### Knowledge

- Knowledge of clerical/administrative practices and procedures relevant to the work area.
- Understanding of computing system functions and tasks relevant to the work area.
- Developing knowledge of statutory requirements relevant to the work area
- Working knowledge of Microsoft Office suite of applications.
- Understanding of administrative computing concepts.

### Skills

- Strong numeracy and literacy skills.
- Well-developed keyboard skills.
- Courteous telephone technique.
- Basic written and verbal communication skills.
- Operate office equipment such as photocopiers, facsimile machine and document binder.
- Proficient in the use of Microsoft Office Suite of applications.
- Time management skills.
- Fundamental skills in planning and organising workload.
- Basic problem solving skills.
- Basic analytical skills.
- Teamwork skills.

### Abilities

- Ability to co-operate with others and provide assistance as required.
- Ability to work autonomously under general supervision and direction.
- Ability to manage time, plan and organise own work.
- Ability to apply attention to detail to own work.
- Ability to work in a team environment.
- Ability to learn new systems and skills quickly and apply new knowledge to the workplace.
- Ability to work outside of the normal spread of hours and weekends if required.

### Other Requirements

- Personal attributes of commitment, honesty, integrity, enthusiasm, reliability, personal presentation, motivation, and the ability to deal with pressure.
- Commitment to provide quality service to clients.
- Apply conditions of privacy, confidentiality, and sensitivity to all work-related documents, situations, and information.

### Experience and Qualifications

- General administration experience.
- Experience with Microsoft Office suite.
- Minimum of Year 12 education or equivalent.

#### Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

#### Organisational Relationships

- Works under regular supervision.
- Oversees and guides a limited number of lower classified employees
- Where relevant, supervise minor works programs/projects

#### Extent of Authority

- Work outcomes monitored.
- Freedom to act within established guidelines.
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance is available when problems occur.
- Graduates receive instructions.
- Plan and coordinate work for minor work programs

#### Core Competencies

These competencies relate to positions at Level 2 of the Queensland Local Government Officers Award:

#### Teamwork

- Participate in team-based activities
- Respect other team members
- Complete the tasks allocated to you
- Know the team goals, parameters, and major issues
- Work within the parameters
- Contribute willingly to team activities
- Accept decisions, even those with which you disagree

#### Customer Service

- Treat both internal and external customers with courtesy and respect
- Work according to agreed customer service standards within your team
- Contribute towards setting customer service standards within your team

#### Communication

- Write in a way that your reader can understand
- Listen and speak clearly to your colleagues and customers

#### Quality

- Work according to agreed quality standards within your team

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- Contribute towards setting quality standards within your team
- Monitor your work and identify opportunities for improving quality
- Suggest improvements through the customer request system

#### Environment

- Work according to agreed environmental standards within your team
- Contribute towards setting environmental standards within your team
- Monitor your work for opportunities to reduce adverse impacts on the environment
- Report incidents and suggest improvements through the customer request system

#### Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures
- Encourage your colleagues to work safely
- Identify hazards and assess risks in the workplace
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures

#### Efficiency

- Undertake tasks in an efficient and timely manner
- Suggest improvements through the customer request system

#### General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them 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 those reporting directly to him or her. Therefore you will 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 Burdekin 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.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One – Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.

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6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

## Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

### Essential

1. Demonstrated experience in routine administrative or clerical work within the confines of established procedures, with occasional complex situations.
2. Demonstrated ability to work with volunteers and community organisations.
3. Demonstrated ability to adapt to changing work environments and/or conditions while maintaining a positive attitude and a commitment to continuous improvement.
4. Demonstrated ability to apply time management skills to the workplace with reference to planning and organising own workload.
5. Demonstrated commitment to providing quality client service.
6. Demonstrated ability to quickly learn and implement new skills with computer systems and applications.
7. Demonstrated ability to handle private, confidential and sensitive information.