

POSITION TITLE	Information Centre Officer
DEPARTMENT	Office of the CEO
GROUP	Tourism & Economic Development
LOCATION	Kuranda
CLASSIFICATION / LEVEL	LGOA Level 1
REPORTS TO	Tourism Officer

Department Summary

The Office of the CEO is responsible for providing the strategic leadership of Council by working with the Mayor, elected Councillors and the Executive Management Team (EMT) to establish, implement and oversee the long-term goals, strategies, plans and policies of Council.

Group functions include:

- Executive, Mayoral & Councillor Support
- Corporate Communications & Events
- Tourism & Economic Development

Position Summary

The Information Centre Officer is responsible for providing support to the Tourism Officer in the daily operation and management of the Kuranda Visitor Information Centre (KVIC) to ensure a courteous and effective information service to all customers and visitors.

Key Responsibilities

- Assist the Tourism Officer in the management of the daily operations of the KVIC to ensure that all customers are provided with friendly, accurate, courteous, prompt and efficient service and information
- Assist the Tourism Officer in maintaining appropriate systems to ensure effective operation and delivery of quality tourism services to customers and visitors
- Assist in the financial management of the KVIC as requested by the Tourism Officer including petty cash transactions, procurement and invoicing, preparation and reconciliation of banking and assisting in the preparation and review of budgets, to ensure the KVIC operates as efficiently and cost effectively as possible
- Assist in administration duties associated with KVIC operations including ensuring adequate stationery and printing supplies are held, mail collection, sales of tours and merchandise to visitors and replenishment and display of stock
- Conduct information sessions for visitors, members of the general public and other interested parties and ensure there are adequate supplies of up-to-date fact sheets, flyers and brochures
- Maintain a good working relationship with volunteers and other staff at the KVIC and work together to ensure there is a high standard of quality service delivered to visitors
- Assist the Tourism Officer in the collection of statistical information on visitor numbers to the KVIC as well as telephone, personal and postal enquiries for incorporation into operational and strategic planning

- Maintain a harmonious working relationship with the local business community and other community groups and assist in the effective communication, consultation and community awareness of tourism activities and initiatives
- Attend staff and KVIC meetings as required
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Sound level of written and oral communication skills
- Demonstrated ability to work well within a team environment and autonomously
- Demonstrated ability to communicate effectively with all members of the community, including external and internal customers
- High level customer service skills
- Sound administration skills
- Competent in the use of computer programs and internet research skills
- Good understanding of the tourism industry
- Knowledge of marketing publications and advertising
- Basic financial management skills

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Previous work experience in a tourism or customer service environment

Desirable

- Knowledge of the Kuranda and Mareeba areas and Tropical North Queensland tourism industry

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. 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 WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox, team talks or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Working in a manner that will not endanger you, other employees or the public
11. Cooperate with any reasonable instruction given by Council officers
12. Report any safety concerns to your supervisor
13. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position.

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 7 March 2024