



## Position Description – School Based Trainee Tourism Officer

<b>Job Title</b> School Based Trainee – Tourism Officer	<b>Reports To</b> Organisation and Community Development Director	<b>Supervisory Responsibilities</b>  NIL
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### Applicable Award

Local Government (State) Award 2017

### Overall purpose of the position

The School Based Trainee Tourism Officer will acquire skills through on the job training and TAFE study and apply those skills by assisting the tourism team in the provision of quality customer service.

*NOTE: Council does not guarantee continued employment beyond the completion of the traineeship.*

### To assist Council's Tourist Officer to:

- Provide information with broad public appeal which will attract tourists and visitors, and provide economic benefit to the Gwydir Shire region.
- Ensure the efficient and effective operation of the Council's Visitor Information Centre.
- Project a positive image for Gwydir Shire Council to the local community, surrounding areas and visitors through innovative marketing and promotion of the facilities and attractions in the region.

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## Tasks and responsibilities

- Responsible for ensuring that payments are accurately recorded and receipted, balanced and banked as required.
- Assisting with the ordering stock for merchandise sales.
- Assist in the organising of promotions and projects of benefit to the economy of the Gwydir Shire.
- Assist with the maintenance, development and displaying of a comprehensive range of tourism information resources which are of interest to visitors, tourists and the local community
- Assist in the development of strategies and projects aimed at increasing visitation to the region and increasing visitor yield.
- Assist in the recording of statistics including merchandise sales, enquiries and questions asked by visitors and the local community, volume of visitors through the Visitor Information Centre, enquiries by other means such as email, telephone, fax and mail.
- Assist in the design and production of brochures, posters, leaflets, advertisements and promotional and educational information.
- Ensure all processes including purchasing and payment procedures are carried out in accordance with Council's policies and procedures.
- Process and issue Roxy and Gwydir Event related tickets using the online trybooking website.

## Equal Employment Opportunity

The Gwydir Shire Council is an Equal Employment Opportunity Employer and appoints on the basis of merit. Merit is determined by assessing the applicant's abilities, qualifications, experience, work performance and personal qualities relative to the requirements of the position.

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## Requirements of the Role.

### Essential

- Interpersonal and communication skills, both written and verbal.
- Organisational, administrative and basic financial management skills.
- Ability to work independently with minimal supervision as well as within a collaborative team environment.
- Excellent customer service skills.
- Keyboard and computer skills including the use of Microsoft Office software, email and internet.

### Employment Declaration

- I agree with and understand the requirements of my employment, as detailed in this position description.
- I have had the opportunity to ask questions regarding the terms of my employment and have received satisfactory answers.
- I understand that the above position description describes the general nature of my employment, and that other duties may be required of me upon request.
- I understand that I will not be asked to participate in additional duties that are unreasonable, or outside of my capability and training.
- I understand that I will receive in-house training in aspects of my employment that I am not currently proficient, in order to satisfactorily meet the position requirements.
- I will take reasonable care for my own health and safety.
- I will take reasonable care for the health and safety of others.
- I will comply with any reasonable instruction given by the GSC.
- I will cooperate with any reasonable policies and procedure of the GSC.

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**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Office Use Only**

**Prepared by:**

**Date:**

**Signature:**

**Position:**

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