

POSITION DESCRIPTION

Position Title:	Visitor Services and Tourism Trainee
Position Number/s:	CCB-L09
Employment Type:	Full Time, Limited Tenure for up to twelve (12) months
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Order – Apprentices' and Trainees' Wages and Conditions (excluding certain Queensland Government Entities) 2003
Classification:	Applicable Traineeship Rate
Directorate:	Corporate and Community Building

POSITION OBJECTIVE

Complete a traineeship in the Visitor Information Centre whilst undertaking a course of study. Under supervision the Visitor Services Trainee will undertake tasks developing a range of competencies in order to complete a Certificate III in Business (Administration) through formal on and off the job learning activities. The Trainee will assist with administration, customer service and accurate record keeping duties related to the function of the Visitor Information Centre.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Tourism Coordinator
Directly Supervises:	Nil

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Assist in a broad range of customer service tasks related to the Tourism, Events and Community Building functions.
2. Provide basic general administration duties such as answering phones, photocopying, scanning and creation of basic business documents.
3. Provide information relevant to the tourism industry such as itineraries, quotations and destination specific details.
4. Work effectively under close supervision as part of a small team.
5. Undertake allocated tasks effectively and efficiently within established time objectives as required/directed.
6. Complete the requirements of a relevant Certificate III Business (Administration) which requires a commitment to studying in the incumbent's own time.
7. Achieve the milestones set out in the individual Training Plan in accordance with agreed timeframes.
8. Undertake internal training opportunities as identified.
9. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and

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wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.

10. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Sound computer skills including experience in the use of the Microsoft Office suite of applications, in particular, Outlook, Word and Excel.
- Ability to demonstrate efficient time management skills.
- Ability to apply to demonstrate attention to detail and accuracy.
- Ability to carry out tasks of a routine nature in accordance with established procedures.
- Ability to work effectively in a small team, in a professional and positive manner.
- Sound understanding of confidentiality with the ability to work with sensitive information and maintain discretion.
- Good verbal and written communication skills including the ability to liaise with a wide range of people at all levels.

| Education/Qualifications |

Essential:

- Current Working with Children check (Blue Card).

Desirable:

- Minimum education level of completion of Year 10 or equivalent and/or relevant work experience.

| Licences |

Essential:

- Minimum of Queensland Provisional ('P' Plate) 'C' class drivers' licence (or ability to obtain).

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

Manager: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____