



## Schedule 2 – Position Description

<b>Position:</b>	Casual Customer Experience Officer
<b>Incumbent:</b>	Vacant
<b>Position Number:</b>	8011
<b>Directorate:</b>	Communities
<b>Team:</b>	Tourism
<b>Position Status:</b>	Casual
<b>Classification:</b>	Queensland Local Government Industry Award (Stream A) Level 2.1
<b>Reports to:</b>	Works Supervisor Isisford
<b>Accountable for:</b>	NA
<b>Located:</b>	Longreach
<b>Revised:</b>	February 2024

### Our Vision

Connecting Council and Community

### Our Mission

Delivering Excellent Services

### Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking



## Position Objective

The primary role of this position is to provide a high standard of friendly, efficient and accurate information and customer service to visitors and locals within the Visitor Information Centre (VIC) and to assist in promoting tourism in the region. This position will also be responsible for relieving at the Powerhouse Museum and Wellshot Centre, Ilfracombe.

## Position Responsibilities

- Provide quality customer service to visitors and local people in a courteous and professional manner, through a variety of methods including face-to-face, email and telephone.
- Liaise as required with staff from other departments to gain information and to resolve customer issues.
- Review and consider customer service trends and assist with proactive strategies to ensure best practice customer service.
- Ensure current promotional information is maintained and distributed accordingly.
- Ensure that the VIC is maintained and presented in a way that meets the expected standard of Council.
- Maintain tourist statistics and report on as required.
- Promote tourism of the region and identify the tourism needs of visitors to the Longreach region area and communicate the needs to your accountable supervisor.
- Support the Visitor Information Centre to achieve the relevant accreditation requirements.
- Establish networks, develop relationships and liaise with relevant groups, departments and Individuals through the Customer service role at the Visitor Information Centre.
- Process and receipt all merchandise sales and reconcile on a daily basis.
- Assist with document mail outs including emails, over the counter enquiries etc.
- Assist with town related event duties as required.
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by your accountable supervisor or the Chief Executive Officer.
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## Position Requirements

### Skills

- High level customer service and communication skills (written and verbal).
- Developed public relation skills.
- Strong time management, organisation and planning with an ability to prioritise and manage own time and meet critical timeframes.
- Sound computer skills and experience in the use of Microsoft software packages

### Knowledge

- A thorough understanding of how to maintain a safe working environment.
- Demonstrated knowledge of customer service principles.
- Demonstrated understanding of museum and tourism operations.
- Demonstrated knowledge of regional tourism attractions, accommodation and local history.

- Sound skills and knowledge in multiple software applications including Windows based software and relevant modules of Synergy Soft highly regarded.

### Mandatory Experience/Qualifications

- Experience in customer service, specifically in the tourism field.
- Possession of a "C" class licence is essential.

### Desirable Experience/Qualifications

- Certificate III in Tourism or recognised industry equivalent experience.
- First Aid Certificate.

## Delegations and Authorisations

NIL

## Physical Requirements

### Physical Demand Category

- ☐ Sedentary Work
- ☒ Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- ☐ Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- ☐ Heavy Work – Frequent lifting/carrying of objects weighing up to 25kgs.

### Audio-Visual Demands

- ☒ Depth Perception ☒ Colour Discrimination ☒ Peripheral Vision ☒ Hearing

### Specific Actions Required

This job may include:

#### Standing/Walking

- ☐ None
- ☐ Occasional
- ☒ 1-4 Hours
- ☐ 4-6 Hours
- ☐ 6-8 Hours

#### Sitting

- ☐ None
- ☐ Occasional
- ☒ 1-4 Hours
- ☐ 4-6 Hours
- ☐ 6-8 Hours

#### Driving

- ☐ None
- ☒ Occasional
- ☐ 1-4 Hours
- ☐ 4-6 Hours
- ☐ 6-8 Hours

### Work Environment

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

### Repetitive Motions

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

### This Job Will Require

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

Twisting  
Reaching

☐  
☐☒  
☒☐  
☐

☐ Plant operation with maximum seat rating of 150kgs

## Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC– SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management.



## Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Acting Director of Communities
<b>Signature:</b>	
<b>Date:</b>	
<b>Present Incumbent:</b>	Vacant
<b>Signature:</b>	
<b>Date:</b>	