



Schedule 2 – Position Description

Position:	Tourism Officer
Incumbent:	Vacant
Position Number:	8010
Directorate:	Community Services
Team:	Tourism
Position Status:	Permanent, Full-Time
Classification:	Queensland Local Government Industry Award (Stream A)
Level:	3
Primary Location:	Longreach
Revised:	October 2025

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 objective of this position is to provide a high standard of friendly, accurate information and customer service to visitors and locals at the Longreach Explore Centre, Visitor Information Centre (VIC). This role includes creating travel itineraries, booking tours and museums, and offering advice on local attractions, accommodations, and events. Additionally, the position assists in promoting tourism in the greater region and relieves at the Powerhouse & Historical Museum.

By serving as an enthusiastic ambassador for the organisation and community, the Visitor Experience Officer ensures visitors and locals receive exceptional service and gain valuable insight into the region's attractions and events.

Position Responsibilities

Functional Areas	Key Accountabilities
Public Engagement and Communication	<ul style="list-style-type: none">• Provide information to the general public in person, over the phone, and via written correspondence relating to the Longreach Region and events.• Process and document mail outs, including emails, over-the-counter enquiries, etc.• Maintain social media accounts and liaise with contractors.• Assist with town-related event duties, as required.
Promotional Activities and Materials	<ul style="list-style-type: none">• Assist with the development of promotional material for advertising, using various methods of media, including print, social, electronic, and multimedia resources.• Ensure brochures, posters, and guidebooks are available for use in relevant locations and that they are easily accessible by the public.
Administrative Duties	<ul style="list-style-type: none">• Undertake general administration duties such as word processing, filing, reports, and submissions.• Complete set tasks on time and within budget restraints.• Maintain records and statistical data associated with tourism, freedom camping, tour numbers, and all administrative records, including sales and receipting.• Support the Visitor Information Centre to achieve the relevant accreditation requirements.
Retail and Operations Support	<ul style="list-style-type: none">• Operate the booking system for the sale of tickets for museum tours and the POS system for the sale of merchandise.• Ensure the retail section is well-stocked and, when necessary, undertake the monthly stocktake.

Stakeholder and Team Engagement	<ul style="list-style-type: none"> • Contribute toward the building of stakeholder relationships and engagement opportunities. This may include regional heritage and tourism organisations, community groups, networks, individuals, and other stakeholders. • Assist with the training of new staff members, as required. • Provide support to the Coordinator, and Tourism & Museums, where required.
Heritage and Tourism Development	<ul style="list-style-type: none"> • Demonstrate an interest in assisting with museum, heritage, and cultural tourism program development and planning. • Experience relaying information relating to heritage and cultural tourism programs at a local level.
Professional Standards and Integrity	<ul style="list-style-type: none"> • Carry out duties impartially and with integrity, with the overall aim of enhancing the reputation of Council. • Maintain confidentiality of all Council operations. • Any other duties as directed by senior staff, relevant to the position and within the capabilities of the officer.
Postal Service Duties	<ul style="list-style-type: none"> • Facilitate a range of postal services including mail handling, parcel dispatch, and receipt, selling and providing information on postal products and services. Ensure efficient and accurate processing of all postal transactions. • Accurate processing of daily cash transactions and banking, including banking/cash balance reports and stock balance reporting for both Australia Post financial system and Council's financial systems. • Arrange the purchase and sale of Australia Post retail products, as per Council procurement policies and procedures. • Perform routine administrative tasks including data entry, record keeping, photocopying, shredding and reporting. • Work closely with other team members and departments to ensure a seamless customer service experience. • Participate in training sessions and team members to stay informed about new products, services and procedures.
Ilfracombe Library Services	<ul style="list-style-type: none"> • Provide assistance with locating books, media, and other resources within the library. Assist with borrowing and returning items, managing memberships, and answering enquiries related to library services. • Conduct regular inventory checks and participate in library events and programs to promote literacy and community engagement. • Ensure the library environment is welcoming and conducive to reading and learning. Organize and maintain the library collection, ensuring that materials are easily accessible and properly cataloged.

	<ul style="list-style-type: none"> Oversee IT equipment that is available for customer use, including computers and Wi-Fi access points. Troubleshoot and resolve any issues that arise. Escalate issues to IT Helpdesk as required.
--	---

Key Relationships

Supervisor	Tourism Coordinator	The Tourism Officer will have an effective relationship with the Tourism Coordinator and is responsive to their requests.
Works with -Internally	Tourism team	The Tourism Officer will have a positive relationship with their colleagues, which involves active collaboration, sharing ideas and working together to create a conducive environment.
Works with - externally	Customers, tourists, members of the community and other stakeholders	The Tourism Officer will have an approachable, attentive, respectful relationship with customers, tourists, members of the community and other stakeholders.

Extent of Authority

The position operates with the freedom to act within defined and established practices. Problem-solving is typically guided by reference to procedures, documented methods and instructions. Support and assistance are available when needed.

Position Requirements

Personal Attributes

- Able to demonstrate a commitment to Council's core values through personal action.
- Ability to work cooperatively as a team member whilst being enthusiastic and self-motivated.
- Ability to demonstrate integrity, responsibility, respect, and innovation in all aspects of the position.
- Able to gain respect and create good working relationships across all levels of Council.
- Good attention to detail and a commitment to high quality work.
- Able to take initiative in improving processes to make them more efficient and effective.

Skills

- Exceptional verbal and written communication skills with the ability to deal with all levels of customers.
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint, and Outlook)
- Excellent time management, organisation, and planning skills with an ability to prioritise and manage own time and meet critical timeframes.

Knowledge

- 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 and places of interest, accommodation, and local history
- Knowledge in multiple software applications including Windows based software such as Microsoft word or excel and relevant modules of Synergy Soft highly regarded.

Essential Experience/Qualifications

- Current Unrestricted "C" Class Drivers Licence.

Desirable Experience/Qualifications

- Certificate III in Tourism or recognised industry equivalent experience.
- Experience in customer service, specifically in the tourism field.
- Current First Aid and CPR certification.

Delegations and Authorisations

NIL

Inherent Requirements

These are the essential requirements of this position:

- This role will be subject to work related contact outside of normal business hours, including weekends.
- This role will be subject to attending relevant functions, meetings, workshops, seminars, and training courses, as directed.

Vision and Hearing Requirements

☐ This position requires a vision test

☐ This position requires a hearing test

Cognitive Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 - 66%	Constant > 66%
Working Independently - ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team Based Work - works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating With Others - Verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating With Others - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention on Task - high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating - high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Planning and Sequencing Tasks and Activities - managing multiple tasks or projects simultaneously, ensuring that all activities are completed efficiently and effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision Making - required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem Solving - requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning - required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement - required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and Long-term Memory Recall - ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional Resilience - exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions - frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical exertion
- ☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 - 66%	Constant > 66%
Mobility/Posture				
Sitting - stay in seated position (including driving)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing - standing in an upright position, moving less than 3 steps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking - In an upright position, moving more than 3 steps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling - Move on the hands & knees or by dragging the body close to the ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Manual Handling				
Crouch/Squat - To lower the body by bending forward from legs and spine, buttocks on or near the heels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling - To lower the body	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/Trunk Rotation – Rotating the body to one side or the other without moving the feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation/Pinch Grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/Open Hand Grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb Ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Level Work – Performing manual handling actions at or near ground level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling Work				
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to oneself, including static positions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight Requirements – lift, carry, push, pull or hold				
1 - 5kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 - 10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 - 15kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 - 20kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

The following statements apply to all employees, including permanent, part-time and casual employees.

Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the **Health and safety duties and Duty of Care** requirements as specified within the *Work Health and Safety Act 2011 Part 2*.

3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
7. Adhere to the **LRC-SMS** by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
8. Performing all work and associated functions in a safe, efficient and effective manner;
9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;
12. To report hazards and risks in accordance with WH&S procedures;
13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
16. Report any concerns for WH&S to your Supervisor.

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.

Authorised By:	Tanya Johnson, Director of Community Services
Signature:	
Date:	
Present Incumbent:	Vacant
Signature:	
Date:	