


Position Details	
Position Title:	Tourism Guide
Department:	Economic Development & Tourism Services
Location:	Tourism Operations
Employment Type	Casual
Certified Agreement and Level:	Queensland Local Government Industry Award (Stream B) Murweh Shire Council Operational Staff Certified Agreement 2018
Level:	TBA
Reporting to:	Economic Development & Tourism Services
Supervisors:	Nil
The Murweh Shire	
<p>Located in south west Queensland, the Murweh Shire covers an area of 43,905km² with over 5000 people residing across the Shire primarily in the towns of Charleville, Augathella, Morven and Cooladdi. Our employees work across all towns in our Shire and our main administration office is located in Charleville. The town acts as a major commercial and tourism hub for the Shire. The Murweh Shire is a thriving region, with excellent schools, shopping and facilities and engages the main industries of grazing, agriculture and tourism.</p> <p>Our Mission: <i>To promote a vibrant, inclusive, local government area through sustainable, responsive leadership.</i></p> <p>Our Values: <i>Underpinning our employee culture and behaviours:</i></p> <p>Compassion We have compassion for all Vision We look forward to set the path Trust We are trusted Pride We take pride in what we do and the way we do it Integrity We have transparency about the decisions we make = SUSTAINABILITY</p>	
	



Position Overview

The purpose of this position is to deliver high level customer service and tour guiding to visitors and fellow staff members and promote the best interests of the Cosmos Centre & Planetarium, WWII Secret Base, Visitor Information Centre, The popular Bilby Experience and Murweh Shire at all times.

Key Responsibilities

- All duties are to be conducted in an efficient, timely, professional and safe manner. The key responsibilities include, but are not limited to:
- Assist in the daily operation, presentation and production of activities occurring.
- Provision of professional, friendly assistance to our Shires' visitors and locals to ensure they get the most out of their stay.
- Ensure all areas including those externally are presented in a clean and tidy manner on a regular basis.
- Assist in maintaining a harmonious working relationship, effective communication, consultation and community awareness of tourism activities and initiatives with the local business community and community groups.
- Other duties as directed.
- Adhere to MSC policies and procedures. Commitment to Workplace Health and Safety, Council's Code of Conduct and demonstrating appropriate behaviour for a public sector employee.
- All overtime is to be authorised by the Supervisor.
- All work is to be carried out in accordance with the Quality assurance system.

Corporate Expectations

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level
- Actively promote the values of Council to staff
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities, changing workforce capabilities through multiskilling, succession planning, knowledge management, and changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live our values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for own actions and decisions, and to be held accountable for such

Corporate Responsibilities

All employees are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance



with the Murweh Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

As a representative of Council, demonstrated professionalism and a commitment to a high level of service and continuous improvement in the best interest of Council and the Community are essential.

Workplace Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Murweh Shire Council Work Health and Safety requirements, including our Safety Management System, Policies, Procedures and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).

Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2011*.

Skills, Experience and Qualifications

No minimum qualification is required however relevant qualifications would be looked upon favourably.

Desirable:

- Ability to provide high level customer service.
- Ability to multi-task.
- Possess good communication skills and the ability to engage customers.
- Possess self-motivation and be an enthusiastic team player.
- Knowledge of or the ability to acquire knowledge of tourism operations.

Other:

The incumbent must be:

- prepared to work flexible hours to meet the requirements of the position;
- medically fit and physically capable to meet requirements of the position; and
- prepared, if required, to provide a positive Criminal History Check.



Acknowledgment of Position Description

I have received a copy of the attached position description. I have read this position description, and I understand the duties, responsibilities and expectations. I further understand that the position description is meant to describe the general nature, function and level of work being performed; it is not intended to be taken as an exhaustive list of all duties, responsibilities and skills required for the position. I understand my duties may change on a temporary or regular basis according to the needs of the Council without it being specifically included in the position description. I have discussed any questions, sought clarification on any queries or concerns I may have about this position description prior to signing. Skills, knowledge and experience listed are representative of minimum levels of knowledge, skills and/or abilities to perform this position. I understand that I must possess the ability and/or aptitudes to perform each duty proficiently.

Employee Signature: _____ Date: _____

Signature: _____ Date: _____

Economic Development & Tourism Services





Murweh Shire Council

POSITION APPLICATION FORM

PO Box 63 CHARLEVILLE QLD 4470
P: 07 4656 8355
F: 07 4656 8399
E: recruitment@murweh.qld.gov.au
W: www.murweh.qld.gov.au

Date Stamp

Dataworks Stamp

VACANCY DETAILS

Job Ref ID: VP.	Position Title:	Closing Date:
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PERSONAL DETAILS

Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	First Name:	Last Name:	Date of Birth:
Residential Address:		Postal Address:	
Mobile:	Daytime Contact No:	Email:	

Are you an Australian Citizen or permanent resident of Australia? ☐ Yes ☐ No

Have you previously worked for Murweh Shire Council? Yes ☐ No ☐ If yes please include details in your resume/CV

REFEREE DETAILS (NOT TO BE FAMILY OR FRIENDS)

Referee 1	Name:	Referee 2	Name:
	Phone:		Phone:
	Relationship:		Relationship:

HOW DID YOU FIND OUT ABOUT THIS POSITION? Please tick

☐ South West Newspaper ☐ Council Website ☐ Council Facebook
☐ Friend/Family Member ☐ Other _____

DECLARATIONS

The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.

Health

To the best of your knowledge, do you have any medical conditions that will preclude you from undertaking the duties of the position you have applied for?

☐ No ☐ Yes

If 'Yes' please provide details:

Workers' Compensation Claim

Have you ever made a workers' compensation claim?

☐ No ☐ Yes

If 'Yes' please provide claim details (eg. Year of injury, company worked for, period of time off work)

Are any claims still current?

☐ No ☐ Yes ☐ Not applicable

If 'Yes' please provide claim details

Criminal Convictions

Have you ever been convicted of any offence in any court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (you do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988)

☐ No ☐ Yes

If 'Yes' please provide details:

Applicant Declaration

I hereby declare that the information contained in this document is true and correct.

Applicant Signature:

Date:/...../.....

CHECKLIST

Please ensure you have completed and included the following prior to submitting your application:

- ☐ Completed Job Application Form ☐ Listed 2 recent referees ☐ Enclosed a Resume
☐ Enclosed a detailed cover letter outlining how your skills, qualifications and experience meet the key requirements of the position

OFFICE USE ONLY – APPLICATION RECEIPT



Vacancy Ref No:

Position:

Date Received: / / 20__