

MURWEH SHIRE COUNCIL

Vacant Position

Cosmos Lead Experience Guide

Join our team and help create memorable experiences for every visitor. As a key member of our visitor services team, you will deliver engaging, high-quality tours and exceptional customer service while supporting the smooth day-to-day operation of the facility.

You will be responsible for delivering tours, events, managing bookings, admissions and retail sales, responding to customer enquiries, and helping maintain a welcoming and well-presented visitor environment. You will also have the opportunity to support marketing activities, assist with stock management, mentor less-experienced guides and provide experienced operational support during shifts.

This is a hands-on, varied role suited to someone who enjoys working with people, sharing knowledge and creating outstanding visitor experiences.

- Stream B Guide Level 3 O/A + super + allowances

Requirements of the job:

Essential:

- Current 'C' Class Driver's licence
- Demonstrated experience in visitor services, tourism, hospitality or customer service.
- Proven ability to deliver engaging tours, programs, events and visitor experiences.
- Strong communication, customer service and complaint-resolution skills.
- Demonstrated ability to manage bookings, sales transactions and basic stock control.
- Ability to work independently, use initiative and provide operational support in a busy environment.
- Experience in guiding, mentoring or supporting less-experienced staff or volunteers.
- Sound understanding of workplace health and safety and facility presentation standards.
- Relevant qualification or equivalent industry experience.

Desirable:

- Possession of a tertiary qualification or relevant Curator experience in a similar role within the tourism industry would be highly regarded.
- Relevant skills and qualifications in tourism.

To apply for this position:

- Review the Position Description available at www.murweh.qld.gov.au/council/employment
- Provide a covering letter detailing how you meet the Selection Criteria and/or the requirements of the position as per the Position Description.
- Email your response, Position Application form and Resume to recruitment@murweh.qld.gov.au
- For more information about this position contact Robyn Richen 0411 944 050

Applications close: **midnight Sunday 23 August 2026**

Murweh Shire Council
P.O Box 63, 96-101 King Street, Charleville Q 4470
☎ 07 4656 8355

✉ recruitment@murweh.qld.gov.au 🌐 www.murweh.qld.gov.au
f www.facebook.com/MurwehShire



Position Details	
Position Title:	<i>Cosmos Lead Experience Guide</i>
Department:	<i>Communities</i>
Location:	Murweh Shire
Employment Basis	<i>Permanent Full-time</i>
Certified Agreement and Level:	Queensland Local Government Industry Award (Stream B) 2017 Murweh Shire Council Certified Agreement 2025
Level:	3 O/A
Reporting to:	<i>Supervisor or as directed</i>
Supervises:	<i>Nil</i>
The Murweh Shire	
Located in southwest 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 forming part of a thriving region, with excellent schools, shopping and facilities that support the main industries of grazing, agriculture and tourism. Our Mission: <i>To promote a vibrant, inclusive, local government area through sustainable, responsive leadership.</i> Our Values: <i>Underpinning our employee culture and behaviours:</i> 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	



Council's Expectations

General

- Performance may be reviewed annually against the responsibilities, accountabilities and behaviours defined in this role description.
- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your ability, training and level.
- Maintain a professional image of Council as being efficient, courteous and customer focused.
- Undertake training as directed.
- Prompt response to service requests; be diligent in the delivery of assigned duties.

Organisational

- Completion of Timesheet, Logbooks and Pre-starts as required.
- Contribute positively and participate in team meetings as required.
- Completion of relevant position administration e.g. Guardian System
- Keep your supervisor informed of your activities and any factors that could impact on the public & Council operations.
- Personal planning to meet deadlines and notify Council staff promptly to avoid problems in their planning.
- Always ensure the security and appropriate intended use of Council information.
- Comply with the requirements of Council policies and procedures as amended from time to time.

Continuous Improvement & Quality Management

- Be a team player and assist proactively within the position's capacity.
- Be willing to accept responsibility for own actions and decisions, and to be held accountable for them.

Performance Measurement Criteria (guide only)

- *No internal complaints received requiring further action*
- *Minimal customer complaints received*
- *All tasks completed within agreed timeframes*
- *Timesheet, Logbooks and Pre-starts are completed on time*
- *100% Completion of all required training*
- *100% of required Health and Safety documentation is completed and hazards & incidents reported in a timely manner*
- *All tasks are planned and completed to a high standard*
- *Demonstrated participation in requested tasks and involvement in team activities*

Organisational 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. Policies are accessible to employees on the Council's website under "Council Policies".



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 but not limited to, our Safety Management System, protocols, Policies, Procedures and work instructions. In fulfilling this duty, workers are to:

- Take reasonable care for their own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of others.
- Comply with the requirements of Council policies and procedures as amended from time to time.
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Position Overview

The primary purpose of this position is to deliver high-quality tours and exceptional visitor services, ensuring a positive and engaging experience for all visitors. In addition to these core responsibilities, the role supports the day-to-day operations of the facility through managing bookings, admissions and retail sales, resolving routine customer enquiries and complaints, monitoring merchandise and stock levels, assisting with approved marketing activities, delivering events and school group programs, mentoring less experienced tour guides, undertaking basic equipment checks, maintaining the presentation of facilities, and acting as an experienced resource during shifts to support operational efficiency.

Key Responsibilities

All duties must be performed efficiently, professionally, and safely while adhering to Council policies and procedures. Responsibilities include, but are not limited to:

- Manage bookings, admissions and sales transactions;
- Resolve routine customer enquiries and complaints in a professional manner;
- Lead, guide and deliver engaging tours and visitor experiences;
- Monitor merchandise levels and assist with stock management;
- Provide approved marketing support and promotional assistance;
- Coordinate and deliver events, school groups and visitor programs;
- Support the development and mentoring of less-experienced guides;
- Complete basic equipment checks and report any issues;
- Assist with facility opening, closing and maintaining presentation standards; and
- Act as an experienced shift resource, providing operational support and guidance when required
- Adhere to Murweh Shire Council policies and procedures.
- Complete timesheets accurately and approved by your supervisor.
- Obtain supervisor authorisation for all overtime and TOIL.



- Demonstrate Commitment to Work Health and Safety, Council's Code of Conduct and professional public sector behaviour.
- Employees may be required to camp outside of Charleville, due to projects being located a considerable distance from the depot. During the working week, the employee might need to stay in Council camps until the project is completed.
- Employees may need to work additional hours to ensure the completion of a project or projects.
- Perform any other duties as directed that is not explicitly listed in this job description.

Other requirements of this position:

This position may require travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role e.g. to attend training, events, conduct emergency works etc.

Physical Requirements

Physical Demand Category

- ☐ Sedentary Work
- ☐ Maybe required Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- ☐ Maybe required Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- ☒ Maybe required Heavy Work – Frequent lifting/carrying of objects weighing up to 16kgs.

Audio – Visual Demands

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

Specific Actions Required

This job may include

Standing/walking		Sitting		Driving	
☐	None	☐	None	☐	None
☐	Occasional	☐	Occasional	☐	Occasional
☐	1-4 hours	☐	1-4 hours	☐	1-4 hours
☒	4-6 hours	☒	4-6 hours	☒	4-6 hours
☐	6-8 hours	☐	6-8 hours	☐	6-8 hours

Work Environment

Attribute	Yes	No
Chemicals	☒	☐
Cold	☒	☐
Dampness	☒	☐
Heat/Humidity	☒	☐
Heights	☒	☐
Noise	☒	☐
Fumes/Gases	☒	☐

Repetitive Motions

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



This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	☒	☐	☐
Squatting	☒	☐	☐
Climbing	☒	☐	☐
Twisting	☒	☐	☐
Reaching	☒	☐	☐

Skills, Experience and Qualifications

Essential or relevant to your position:

- current 'C' Class Driver's licence
- Required to work broken/split shifts, night work.
- Tourist attraction operating 7 days a week.
-

Desirable:

Eligibility and Other Requirements

To be eligible for this position, the incumbent must be:

- legally entitled to work in Australia, including obtaining and retaining any necessary visas or residency status where applicable.
Note: If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, provided the work complies with the conditions of your visa.
- medically fit and physically capable to meet the health requirements of the position and be prepared, to complete a Medical Assessment in accordance with the "Fitness for Duty Policy".



- prepared, if required, to provide a positive Criminal History Check.
- willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required.
- prepared to work flexible hours to meet the requirements of the position.
- in agreement with all other terms and conditions specified within the Contract of Employment.
- approved for employment by Human Resources following satisfactory qualification, reference and any other pre-employment checks as required for this position (applicable to new starters only).





Murweh Shire Council

POSITION APPLICATION FORM

PO Box 63 CHARLEVILLE QLD 4470; Phone: 07 4656 8355; Email: recruitment@murweh.qld.gov.au
Website: www.murweh.qld.gov.au

VACANCY DETAILS			
Job Ref ID: VP.		Position Title:	
		Closing Date:	
PERSONAL DETAILS			
Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss		First Name:	
		Last Name:	
Residential Address:		Postal Address:	
Mobile:	Daytime Contact No:		Email:
Driver's License/Class:			
Tickets/Qualifications:			
White Card: Yes ☐ No ☐			
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) Can you confirm your referees are current and are happy for Us (Council) to contact them? PLEASE MAKE SURE PHONE NUMBERS ARE CURRENT			
Referee 1	Name:		Referee 2
	Phone:		
	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