



# POSITION DESCRIPTION

Library/Tourism & Events Officer- Casual

## LIBRARY/TOURISM & EVENTS OFFICER- CASUAL

<b>POSITION TITLE:</b>	Library/Tourism & Events Officer- Casual
<b>POSITION NUMBER:</b>	5008
<b>AWARD:</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>AWARD CLASSIFICATION:</b>	2/1
<b>REPORTS TO:</b>	Various Centre Managers (JFP/VIC/Library)
<b>DEPARTMENT:</b>	Community Services
<b>LAST REVIEWED:</b>	September 2021

### ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

### Our Commitment

We inspire people to create a better future.

### Our Vision

Whether you live here or visit, you will see how much we value our natural beauty, how connected our communities are, and how balanced growth makes this the best place in the world.

### We Value



Honesty



Integrity



Accountability

### OBJECTIVE OF THIS ROLE

This position is to provide friendly and professional services at the Bob McDonald Library, Dr David Harvey-Sutton Gallery, Cloncurry Unearthed Visitor Information Centre, and Museum (Cloncurry Unearthed) and John Flynn Place Museum and Art Gallery (JFP) as well as administration, event, and venue support across multiple venues.

Casual employees of Cloncurry Shire Council, also have the opportunity to be trained to support administration services, such as, reception and event/venue assistants to support program delivery via the Community Services and Economic Development department.

### REPORTING LINES

This position reports to the centre managers at John Flynn Place, Cloncurry Unearthed and Bob McDonald Library with close interactions with the community services team.

### GENERAL DUTIES AND RESPONSIBILITIES

The Bob McDonald Library provides access to over 300,000 items through Rural Libraries Queensland (RLQ) network. The library provides community information, a reference/study and IT space as well as



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children's First 5 Forever Storytime sessions and program/activity space. Additional programs are offered as they become available. The Bob McDonald library adjoins the Dr. Harvey Sutton Gallery. The library is open Monday through Friday and Saturday mornings.

Dr David Harvey-Sutton Gallery is situated on Scarr St, is incorporated within the Bob McDonald Library. To gain access to the Gallery, visitors must enter through the Bob McDonald Library during business hours. The Gallery hosts many workshops, exhibitions, and events throughout the year.

Cloncurry Unearthed is a Visitor Information Centre and Museum. The Museum houses a diverse range of historical information on the Cloncurry region, including a comprehensive gem and mineral display. The Centre also incorporates visitor information for Cloncurry and the region. This Centre is open seven days a week.

John Flynn Place Museum and Art Gallery honors the Australian visionary and those who joined his campaign for better living conditions in remote Australia. The museum has four levels with each level commemorating the development of the Royal Flying Doctor Service. This service began in Cloncurry in 1928.

Cloncurry Shire Council – Administration Services provide excellent first impression to clientele; ensure flow of customer service for Council and to communicate to customers and staff in a friendly, courteous, and helpful manner. Administration and customer service duties is a requirement of the position.

Event Assistant is to provide support for event, tourism, and venue coordinators to perform numerous tasks from administration through to set-up, operations and dismantle of events, programs, and activities.

## KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key responsibilities of the position, but is not all encompassing:

- Promote and maintain a positive image of Cloncurry Shire Council and associated facilities.
- Provide friendly and professional customer service to all patrons of each facility.
- Actively gain knowledge on local and regional product to promote at all facilities.
- Maintain effective administration practices, including maintaining visitor statistics, souvenir and brochure monitoring etc.
- Ensure security of cash for which the officer is given responsibility; and exercise a duty of care in relation to cash handling.
- Reconcile daily takings of cash and EFTPOS sales.
- General cleaning of museum facilities and exhibits; garden surrounds and toilets.
- Provide special service for Coaches and other group visits. E.g., Morning or Afternoon tea.
- Work in an unsupervised environment while always maintaining the confidentiality of Council business.
- Ensure policies and procedures are adhered to at all times.
- Ensure all records are accurately kept and maintained in accordance with the Council's policies and procedures.
- Assist patrons and visitors access Council and information services, including although not limited to computers, resources, forms, and information services.
- Assist library members with RLQ online catalogue and access to the available eResources.
- Process and manage the Library's collection with Aurora Library Management Software, including loans, returns, and requests.
- Assist with RLQ book exchanges to ensure resources stay relevant.
- Assist and/or lead programs for internal and external events, programs and activities as required.
- Ensure all facilities are clean and maintained to a high standard at all times.
- Monitor visitation across venues and facilities including events, programs and activities as required.
- Report any maintenance or concerns to supervisors and/or coordinators.
- Monitor facilities events, programs, and activities as well as displays, exhibitions, and community resources.



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- Assist with maintaining and developing services provided at the Library, Gallery, Museum, and Visitor Information Centre as well as events, venues, and administration areas.
- Work weekends and/or weekdays as rostered, some evening hours may be required. Roster is subject to change, although availability will be requested for any unforeseen circumstances.
- Other position related duties as requested required by the relevant supervisor/coordinator to ensure smooth operations and customer service.
- Assist other staff within Council, and/or as directed by your line supervisor, with setting up/taking down markets and exhibitions, supporting functions/events, office administration work, etc.

## ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of the reception, tourism, events, museum industry and/or public library services or a willingness to learn.
- Ability to deal pleasantly, clearly, and tactfully with diverse members of the public, both directly and over the phone.
- Skilled in cash handling practices that include accurate receipting and daily, weekly, or monthly sales reconciliations.
- Ability to handle difficult customers and stay calm in emergency situations.
- Demonstrated well developed problem-solving skills.
- Sound computer literacy, particularly Microsoft applications is highly desirable.
- Ability to manage time, set priorities, plan, and organise own work to carry out assigned duties efficiently and effectively.
- Ability to recommend to supervisors/coordinators improvements to routine procedures.
- Ability to work independently with minimal or no supervision and in a team environment.
- Must be able to travel between work locations using own transport.
- Sound understanding of Workplace Health & Safety practises.

## QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

### Mandatory:

- Current Police Clearance
- Hold a suitability card to work with children (Blue Card) or the ability to acquire prior to employment.

### Desirable:

- Attainment of year 12 level of education is desirable.
- On the job training will be provided as required but possessing a sound basic work skills base as a minimum pre-requisite.

## WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council employees have an obligation to uphold workplace health and safety when working for the Council. Under Section 28 of the *Work Health and Safety Act 2011* ("Act") an employee shall:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and



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- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above. Additionally, any specific workplace health and safety issues that pertain to the type of work being performed including due diligence as outlined under section 27 of the *Act*.

**Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.**

**Name**

**Signature**

**Date**