



POSITION DESCRIPTION

Tourism Officer

TOURISM OFFICER

POSITION TITLE:	Tourism Officer
POSITION NUMBER:	5015
AWARD:	Level 3
AWARD CLASSIFICATION:	Stream A
REPORTS TO:	Cloncurry Unearthed Coordinator Manager Tourism and Economic Development
DEPARTMENT:	Community Services
LAST REVIEWED:	June 2025

ABOUT US

Our communities are famous throughout Australia for being the friendliest in Northwest 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

Cloncurry Unearthed Visitor Information Centre and Museum is situated on the grounds of the Mary Kathleen Memorial Park showcasing memorabilia from Cloncurry and the surrounding district. The Cloncurry Unearthed Visitor Information Centre and Museum provides tourist information, fossickers licenses, maps, and light refreshments. They also carry a wide range of souvenirs, gift ideas, postcards, and Cloncurry t-shirts.

Cloncurry Unearthed Museum houses memorabilia from the Mary Kathleen Uranium Mine and Township as well as local history and photographs. Visitor Information Centres (VICs) play an important role in Queensland's tourism industry. This role exists to provide comprehensive and accurate information on the local area, neighbouring regions as well as other regions of the State.

This position is to provide excellence in customer service at Cloncurry Unearthed Visitor Information Centre through the provision of friendly, professional, and knowledgeable assistance across local services, events and tourism, and information requests for the Cloncurry Shire, wider region, and state.

Assisting with the day-to-day operations as well as planning and delivery of events and initiatives for Cloncurry Unearthed and promotion is a key deliverable for this role.



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REPORTING LINES

Organisational Relationships:

- Reports to the Cloncurry Unearthed Coordinator
- Reports to the Manager Tourism and Economic Development

GENERAL DUTIES AND RESPONSIBILITIES

- Provide friendly and professional customer service and day to day operations of Cloncurry Unearthed.
- Be the first point of contact for telephone enquiries for Cloncurry Unearthed.
- Provide a high level of service to the public ensuring questions regarding Cloncurry Unearthed are answered politely and with alacrity.
- Deliver the highest level of customer service to ensure all services delivered exceed the expectations of stakeholders.
- Provide support services, resources or information for community events as required.
- Work with (part time, full time, volunteer, and casual) employees within Cloncurry Unearthed across customer service, sales, information provision and accommodation referral.
- Assist with the maintenance, ordering and displaying of merchandise stock for retail.
- Monitor and survey visitor's numbers for reporting.
- Assist the Cloncurry Unearthed Coordinator as requested and the Manager Tourism and Economic Development when required.
- Other duties as reasonably requested within the scope of the position.

KEY RESPONSIBILITIES IN THIS ROLE

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

- Provide friendly and professional customer service.
- Provide tourist and travel information and other services for visitors in the region as well as local and community stakeholders.
- Assist with operating the Cloncurry Unearthed centre including the museum and visitor information centre.
- Promote Cloncurry as a tourist destination.
- Assist with exhibitions in the Cloncurry Unearthed Museum.
- Assist in organising and running events, programs and functions that promote visitation to Cloncurry.
- Stay informed about local and regional attractions to promote effectively.
- Administration including maintaining accurate records, including visitor statistics, brochure stock and museum catalogue.
- Maintain souvenirs and merchandise.
- Handle and secure cash transactions, including daily reconciliation of takings.
- Ensure security of cash for which the officer is given responsibility and exercise a duty of care in relation to cash handling.
- Ensure adherence to Council policies and procedures.
- Report maintenance issues or concerns as needed.
- Work flexible hours, including weekends and evenings as required. Acting in Coordinator positions as required.
- Work cooperatively with Council, John Flynn Place Museum, Bob McDonald Library, and the Dr David Harvey-Sutton Gallery to promote Cloncurry Unearthed and general tourism for the Cloncurry region.
- Assist with the cleaning of Cloncurry Unearthed and garden surrounds.
- Conduct guided tours as required.
- Provide relief (as required/requested) for John Flynn Place, Bob McDonald Library and Dr David Harvey-Sutton Gallery to support unforeseen circumstances and roster support across the department.



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- Actively support positive cultural change and continuous improvement within the workforce to ensure departmental services are provided in a harmonious, competitive, cost-effective manner.
- Ensure that approved purchasing procedures are adhered to.
- Work in an unsupervised environment while always maintaining confidentiality of Council business.
- Council compliance and employee obligation to uphold workplace, health and safety when working for the Council.
- Any other duties as requested by the Cloncurry Unearthed Coordinator or Manager Tourism and Economic Development.

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
- 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
- maintain and support knowledge of safe work procedures in relations to maintenance and construction work
- ensure compliance with COVID Safe Plans as applicable
- report all matters beyond your authority promptly.

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*.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Skills:

- A positive, professional, and friendly manner - a committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- A genuine interest in tourism and museum industry with excellent customer service skills with the ability to deal with situations of potential conflict.
- Knowledge of the local area, tourism and museum industry or a willingness to learn.
- Ability to accurately collect and collate statistical data.
- Ability to deal pleasantly, clearly, and tactfully with diverse members of the public - visitors to the region, stakeholders, and community both directly, over the phone and in writing.
- Skilled in cash handling practices that include accurate receipting weekly or monthly sales reconciliations and point of sale use.
- Ability to manage time, set priorities, plan, and organise own work to carry out assigned duties efficiently and effectively.
- Ability to promote effectively displays, exhibitions, events, and programs.
- Ability to recommend to supervisors/coordinators improvements to routine procedures.
- Ability to work independently with minimal or no supervision and in a team environment.
- Ability to work within Council Policies and Procedures.
- Ability to maintain confidentiality.

Knowledge:



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- Demonstrated knowledge of tourism and event operations and services.
- Demonstrated administrative and organisational ability.
- Knowledge of tourism operations and services or a willingness to learn.
- Working knowledge of local government operations, structure and services, programs, policies, and activities in relation to library and gallery development highly desirable.

KEY SELECTION CRITERIA

- Experience or a demonstrated willingness to learn tourism and event operations.
- Sound computer skills, particularly data entry, word processing and internet skills.
- Demonstrated ability to work autonomously as well as team member.
- Strong work ethic and a commitment to high standards of service.
- Demonstrated ability to coordinate and deliver excellent customer service.
- Time management and administrative skills.
- Good knowledge or willingness to learn and work across a wide range of subject areas, programming, and multiple tourism applications.
- Demonstrated excellent customer service skills, and well developed oral and written communication skills.
- Demonstrated ability to solve problems and show initiative.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Attainment of year 12 level of education is desirable.
- Hold a suitability card to work with children (Blue Card) or the ability to acquire prior to employment.
- On the job training will be provided as required but possessing a sound basic work skills base as a minimum pre-requisite.
- Essential to hold and maintain a current manual 'C' class driver's licence.
- Current police check / clearance.

Desirable:

- Diploma or higher degree in tourism or equivalent practice is desirable.

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

Name

Signature

Date