



Croydon Shire Council

Position Description

Position Title	Casual Community & Tourism Support Officer
Department	Community, Tourism and Marketing
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Stream A – Section 1 - Administrative Services. Level 3, from \$33.89 per hour plus relevant allowances
Position Type	Casual
Reports To	Director Community, Tourism & Marketing

Position Objective

This position supports the Community, Tourism & Marketing Department by delivering quality tourism, visitor information, library and community services that promote Croydon Shire and support community learning, literacy and engagement. Working across the Library, True-Blue Visitor Information Centre and local tourist attractions, the role provides excellent customer service to residents and visitors, assists with tourism development and community programs, and delivers professional, efficient and confidential administrative support to enhance Council operations.

Duties and Responsibilities

1. Provide high-quality customer service and accurate information to residents, visitors and stakeholders on Croydon Shire, the Gulf region, tourism attractions, library services, events and community programs.
2. Support the daily operation of the Croydon Library, True Blue Visitor Information Centre, Heritage Precinct and other tourism facilities.
3. Promote local activities, events, facilities, tourism products, library programs and community initiatives across relevant media and communication channels.
4. Assist with the planning and delivery of tourism, heritage, cultural, community engagement and school holiday programs, including Council events and campaigns.
5. Develop, promote and support library programs and services that encourage learning, literacy, children and youth participation, First 5 Forever, cultural activities and community access to the arts.
6. Maintain accurate records, statistics and reports relating to tourism, visitor numbers, Racecourse Rest, library operations, memberships, programs, sales and administration.
7. Maintain library collections, visitor information resources, promotional stock, displays, membership records, overdue items and collection exchanges.
8. Assist customers with library technology, visitor information systems, enquiries and service requests, ensuring follow-up and documentation are completed.
9. Keep the Library, Visitor Information Centre, Heritage Buildings, displays and public areas clean, tidy, accessible and in good working order.

10. Liaise with schools, community groups, local organisations, tourism operators and stakeholders to promote Council services, programs and events.
11. Provide professional, efficient and confidential administrative support, including correspondence, filing, reporting, submissions, promotional materials and roster assistance.
12. Support the development and implementation of tourism, marketing, library and community engagement strategies, projects and initiatives.
13. Maintain accurate Council website and social media information, advising management when updates or changes are required.
14. Conduct community tours and provide visitors with accurate information about local history, culture, facilities and services ensuring a welcoming and professional experience.
15. Undertake projects, research and other duties as directed, assist across Council when required, and contribute to improved efficiency and service delivery.
16. Undertake other duties projects and responsibilities as reasonably directed provided they are consistent with skills, qualifications, competency and classification requirements of the position and contribute to the effective operation of council services.

Stakeholder engagement

- Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers and the general public.

Code of Conduct

- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

- Comply with all work health and safety legislation, Councils Work Health and Safety Management System, and Council policies/procedures/work instructions and codes of practice. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Advisor. Use appropriate protective clothing and equipment.
- Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.
- Mandatory attendance at Toolbox talks and training.

General

- Ensure punctuality and preparedness at the beginning of shifts. All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence. Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
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- Establish and maintain effective professional relationships with Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation with their supervisors, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.

Qualifications / Skills / Experience

1. A genuine desire to support library services, community programs, tourism and the promotion of Croydon Shire.
2. Experience in administration, customer service, library services, tourism, marketing, events or a related field, highly regarded.
3. High-level customer service skills, with the ability to deal professionally with residents, visitors and a broad range of stakeholders.
4. Strong verbal and written communication skills, with the ability to provide accurate information and assistance.
5. Self-motivated, well organised and able to manage time, priorities and tasks effectively.
6. Ability to work under limited direction and supervision while maintaining a friendly, helpful and professional attitude.
7. Knowledge of Croydon Shire and surrounding regions, or the ability and interest to quickly develop this knowledge and confidently conduct community tours.
8. Eligibility to obtain and retain a Working with Children Blue Card
9. High-level computer skills, including Microsoft Office 365, with experience in social media, Canva, photography or videography highly regarded
10. A 'LR' license and Drivers Authorisation or ability to obtain will be highly regarded.

Additional

11. Relevant qualifications in Library Services, Business Administration, Tourism, Marketing, Event Management or a related discipline are highly regarded.

Key Performance Indicators (KPI's)

1. Effective development, management and promotion of library programs, services and activities that meet community needs.
2. Demonstrated ability to provide a high standard of customer service and effectively interact with library users, community members, tourists, visitors and stakeholders.
3. Provide accurate information about the community, local history, culture and attractions.
4. Active participation in community events, engagement programs and Council initiatives.

5. Allocated tasks and responsibilities are completed consistently within agreed timeframes with accuracy and attention to detail.
6. Active participation in Council's Cybersecurity training and awareness programs.
7. Compliant Records Management practices are adhered to for the secure protection of Corporate Records.
8. Performance of work and associated functions in a safe manner at all times.
9. Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instructions.
10. Compliance with Croydon Shire Council's Code of Conduct.
11. Contribution to the efficient and productive operation of the Local Government Organisation.

Selection Criteria

1. Qualifications and/or demonstrated experience in Library Services, Community Engagement, Administration, Business Administration, or a related field.
2. Demonstrated ability to deliver high-quality customer service and communicate effectively with community members, visitors, stakeholders and a diverse range of customers.
3. Strong community focus with an understanding of rural and regional communities, and a commitment to supporting lifelong learning, literacy and community engagement initiatives.
4. Well-developed organisational, time management and administrative skills, with the ability to work independently, manage competing priorities and meet deadlines.
5. Sound knowledge of relevant legislative and operational requirements, including records management, confidentiality, workplace health and safety, and Working with Children requirements.
6. High level of computer literacy, including proficiency in Microsoft Office 365.
7. A current Queensland C Class Driver Licence and the ability to obtain and retain a Blue Card and relevant first aid qualifications.
8. Ability to obtain and maintain a Queensland Working with Children (Blue Card)
9. Ability to obtain and retain a "LR" minimum QLD drivers Licence.

Certification

I have read the position description, and I am aware of the position requirements.

Employee Name:

Employee Signature _____

Date ____/____/____

Chief Executive Officer:

Chief Executive Officer Signature _____

Date ____/____/____

