# SCHEDULE 2

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###### PRELIMINARY POSITION DESCRIPTION

1. **TITLE**

Tourism and Community Development Support Officer

1. **CLASSIFICATION**

Level 3 Local Government Industry Award 2020

Level 3 Local Government Officers' (Western Australia) Award 2021

1. **SECTION**

Administration

1. **POSITION OBJECTIVES**
   1. **Overall**

To assist Shire operations with a tourism and community development focus through providing administrative, finance and communication support including excellent customer service, reception and information to visitors.

* 1. **Tourism and Community Development**

Support the smooth operation of a variety of community-led activations. This could include support for events, organisations or initiatives that enhance the quality of life, vibrancy and services available to Shire residents and visitors.

* 1. **Administration**

Ensure administrative, finance, creditor and debtor functions and other designated tasks are carried out efficiently and professionally.

Support the development of marketing materials and ensure communications reach desired audiences.

* 1. **Works Administration and Roadhouse**

Provide support and work as an integral part of the office, works administration and roadhouse teams.

* 1. **Other**

Provide a helpful, efficient and courteous service to other staff and contractors, ever conscious of creating a “team spirit” ethos.

1. **REQUIREMENTS OF POSITION**
   1. **Skills**
      1. Developed time management and organisational skills
      2. Developed verbal and written communication skills
      3. Developed public relations and interpersonal skills
      4. Proven ability to work under pressure
      5. Developed problem solving, negotiation and conflict resolution skills
   2. **Knowledge**
      1. Working knowledge of local government practices including rates
      2. Basic understanding of occupational health and safety principles
      3. Basic understanding of accounting processes
      4. Working knowledge of Microsoft Office suite of programs including Word, Excel and Outlook
   3. **Experience**
      1. At least three years experience in customer service or tourism or community development role.
   4. **Qualifications and/or training**
      1. Certificate qualifications in Community Development or Tourism (Desirable)
      2. A current ‘C’ Class Drivers’ License.
2. **KEY DUTIES AND RESPONSIBILITIES**
   1. **Tourism and Community Development**
      1. Support, develop and participate in the execution of Tourism and Community Development events
      2. Develop captivating marketing materials that support Tourism and Community Development initiatives.
      3. Support development and update the Shires website and road reports
      4. Support the operation of the Murchison Library developing procedures as required
      5. Support operation and promote community lead initiatives including but not limited to Local Loyalty Scheme, Community Garden, Murchison Museum, Murchison Sports Club, Murchison Arts Council and Containers for Change
      6. Support coordination and development of the Murchison Monologue
      7. Gather, record and enter tourist feedback
      8. Continuously improve presentation of statistical tourist information
      9. Support tourism information availability at the Shire Roadhouse and Office
      10. In consultation with internal staff brainstorm and seek feedback on initiatives that can improve or develop tourism opportunities.
      11. Keep up to date on tourism developments and funding opportunities that support community-led action.
   2. **Finance**
      1. Raise purchase orders and liaise with suppliers
      2. Processing of creditors and debtors
      3. Undertake receipting and banking duties
      4. Support creditor payment runs
   3. **Administration**
      1. First point of contact for telephone calls and front counter enquiries
      2. Attend to inward and outward correspondence, distributing to relevant persons
      3. Order stationery and employee amenity supplies
      4. Attend to transport licensing service requirements
      5. Ensure records are coded and filed as required by Shire’s Records Management Plan
      6. Undertake minute and note taking for various meetings on an as required basis
      7. Keep the Chief Executive Officer informed of issues and salient work practices that may influence the operations of the Shire
      8. Assist the Chief Executive Officer, in the development and implementation of financial policies and procedures
      9. Maintain cemetery records, plot reservations and burial requests
      10. Assist in the organization and coordination of civic, administrative and training functions and community events as directed
      11. Perform proof reading for corporate documents including council agendas, minutes and monthly newsletters

**Please note 6.4 to section 7 are not position specific and apply to all staff**

* 1. **Other**
     1. Promote a favorable public image of the Shire’s personnel and operations in general
     2. Any other duties as directed by the Chief Executive Officer within the persons skills, knowledge and ability.
  2. **Corporate Governance**
     1. Contribute to the development of Council’s Strategic Management and other Corporate Management Plans
     2. Work collaboratively with other departments
     3. Participate in staff meetings
     4. Promote and develop the Council’s image, standing and role in the community
     5. Contribute to the delivery of quality services and identify areas for service delivery improvement
  3. **Organisational Values**
     1. Adherence to Organisational Values as from time to time developed and amended. These are an integral part of the position. They are a shared set of values to assist in guiding staff behaviors in terms of how we interact with each other and how we treat people in a professional manner in and around our community as part of our day-to-day operations and service delivery.
  4. **Occupational Health and Safety**
     1. Take reasonable steps for own OH&S and that of others
     2. Comply with safety procedures and directions agreed between management and employees
     3. Ensure that items or facilities provided in the interests of health, safety and welfare are not willfully interfered with or misused
     4. Act in accordance with agreed Council procedures for accident and incident reporting, report potential and actual hazards to supervisor or elected health and safety representative
     5. Cooperate with the OH&S program to ensure own health and safety and that of others in the workplace

1. **ORGANISATIONAL RELATIONSHIPS**
   1. **General**

Council is a very small organisation and administratively comprises a number of staff in the office, roadhouse and works areas that may have different reporting responsibilities but effectively operate as an integrated team across all areas.

* 1. **Reports to**

Chief Executive Officer

* 1. **No of Reports**

Nil

* 1. **Key Relationships**

*Administration, Works and Roadhouse*

Chief Executive Officer, Works Manager, Community Officer, Administration Officer, Gardener/Handyman, Roadhouse Manager and Roadhouse Services Officer

*Other*

Internal- Other Shire staff

External- General public, Shire contractors and other service providers

1. **EXTENT OF AUTHORITY**

Operates under direction of the Chief Executive Officer within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and Regulations and other legislation

Use of judgment within established procedures and use initiative where procedures are not clearly defined. Authority to prioritise work outcomes.

1. **SELECTION CRITERIA**
   1. **Essential**
      1. Experience in the human services field, e.g. social work, community development, community wellbeing or tourism/customer service
      2. Effective time and personal management skills
      3. Demonstrated analytical investigative and problem-solving ability
      4. Demonstrated effective verbal and written communication skills
      5. Sound computer literacy skills (Microsoft Word, Excel, Outlook)
      6. Basic understanding of contemporary accounting principles and practices
      7. Basic understanding of occupational health & safety principles
      8. Demonstrated ability to adapt to changing information technologies
      9. Effective public relations, interpersonal, conflict resolution and negotiation skills
      10. Previous experience in a similar role
      11. A current WA ‘C’ class (or equivalent) drivers’ license.
   2. **Desirable**
      1. Certificate qualifications in Community Development or Tourism
      2. Knowledge of Local Government structure and practices