



# EMPLOYMENT INFORMATION PACKAGE

Visitor Experience  
Coordinator

REGIONAL AUSTRALIA AT ITS BEST

[www.grc.qld.gov.au](http://www.grc.qld.gov.au)

## ADVERTISEMENT



Council currently has the following vacancy:

POSITION: Visitor Experience Coordinator  
DIRECTORATE: Community & Corporate Services  
LOCATION: Goondiwindi or Texas QLD  
EMPLOYMENT TYPE: Permanent Full time (part-time job-share will be considered)  
CLOSING DATE: Friday, 15 January 2021  
ENQUIRIES: Megan Boyd, 0491 499 144

Employment Information Packages may be obtained by visiting Council's website at [www.grc.qld.gov.au/vacancies](http://www.grc.qld.gov.au/vacancies).

Applications must be in writing and be addressed to the Chief Executive Officer, LMB 7, Inglewood Qld 4387.

Applications must be received by 5:00pm **Friday 15 January, 2021**.

## POSITION DESCRIPTION

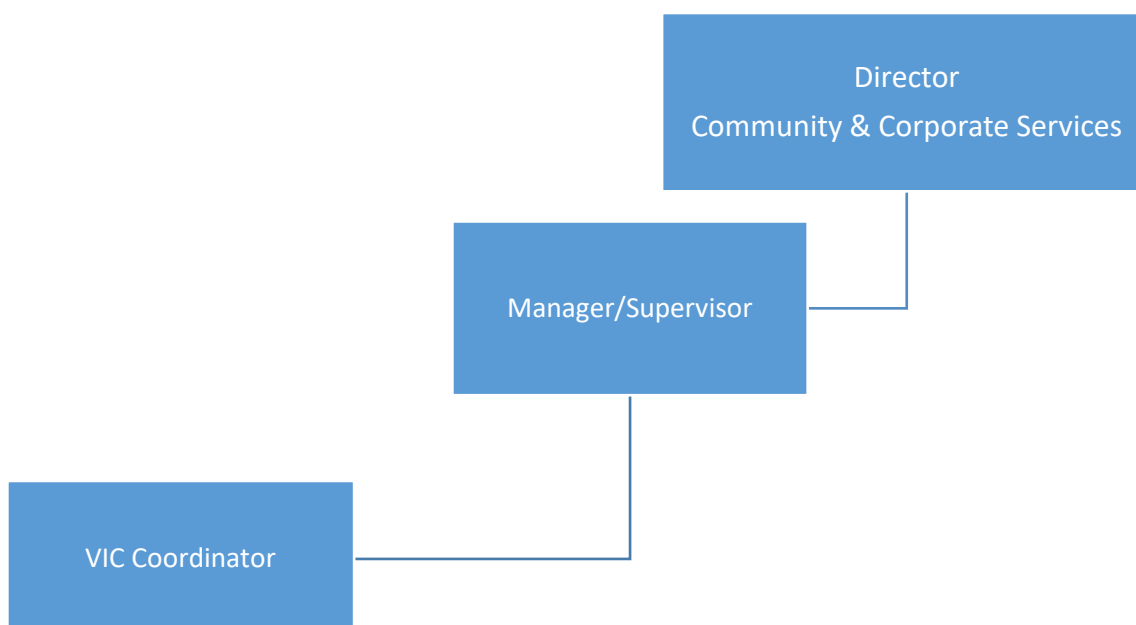
<b>Position:</b>	<b>Visitor Experience Coordinator</b>
<b>Section:</b>	Community and Corporate
<b>Location:</b>	Goondiwindi, Queensland
<b>Reports to:</b>	Community Development & Events Coordinator

---

### POSITION OBJECTIVE

This role is responsible for working with various business units, local businesses and community and external agencies to support the Goondiwindi's regions visitor economy. It will oversee the management of Council's Visitor Information Centre's and deliver relevant Visitor Economy Strategy and Corporate Plan objectives.

### ORGANISATIONAL STRUCTURE



## POSITION REQUIREMENTS

EXPERIENCE & QUALIFICATIONS
<b>ESSENTIAL</b>
<ul style="list-style-type: none"><li>• Experience in developing collateral to complement major marketing campaign</li></ul>
<ul style="list-style-type: none"><li>• Drivers Licence (Class C essential)</li></ul>
<ul style="list-style-type: none"><li>• Proven experience in establishing and maintaining partnerships</li></ul>
<ul style="list-style-type: none"><li>• Current knowledge of computer systems and applications related to the role.</li></ul>
<b>HIGHLY DESIRABLE</b>
<ul style="list-style-type: none"><li>• Experience in managing a Visitor Information Centre, with volunteers as members of the team</li></ul>
<ul style="list-style-type: none"><li>• Two (2) or more years' experience in tourism or related services</li></ul>
<ul style="list-style-type: none"><li>• Recognised qualification in Communication, Marketing, Graphic Design, Project Management, Public Relations, Business or Business related discipline</li></ul>
<ul style="list-style-type: none"><li>• Experience as a journalist, especially in online media, would be a distinct advantage</li></ul>
<ul style="list-style-type: none"><li>• Experience in managing digital platforms</li></ul>
<ul style="list-style-type: none"><li>• Experience in local government</li></ul>

KNOWLEDGE, SKILLS & ABILITIES
<ul style="list-style-type: none"><li>• Knowledge of contemporary tourism development and visitor experience practices</li></ul>
<ul style="list-style-type: none"><li>• Ability to provide team leadership for VIC volunteers, that will help develop a culture within the team that values people and encourages and supports teamwork, innovation, openness, participation, learning and development</li></ul>
<ul style="list-style-type: none"><li>• Well-developed interpersonal, verbal and written communication skills</li></ul>
<ul style="list-style-type: none"><li>• Well-developed and adaptable computer skills</li></ul>
<ul style="list-style-type: none"><li>• Ability to work with minimal supervision, meet demanding deadlines and deliver high quality outcomes</li></ul>
<ul style="list-style-type: none"><li>• Knowledge to successfully plan and deliver project works within time cost and quality parameters</li></ul>
<ul style="list-style-type: none"><li>• Analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions</li></ul>
<ul style="list-style-type: none"><li>• Ability to proactively and professionally represent the interest of Council.</li></ul>

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge and understanding of the Legislative framework within areas of responsibility, or the capacity to quickly identify and respond to those requirements.
- Ability to clearly understand and adhere to Council policies and procedures.

## KEY DUTIES AND RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and Corporate Plans. Without limiting the above, the key responsibilities of the position holder shall include:

- To recognise and value the importance of our visitor economy
- To lead the Visitor Information Centre's delivery of quality and accurate customer service to visitors
- Monitor changing needs of visitors and strategy to keep services relevant
- Provide advice, introduce ideas and provide support towards initiatives to enhance process and improve customer experience and community expectations
- Provide leadership and strategic direction to direct report employees and volunteers
- Attract, retain and manage volunteer workers at the VIC, including coordinating appropriate training, familiarisation tours, rostering and daily support through implementing appropriate systems and processes.
- Encourage and facilitate the development of networks and collaborative partnerships with relevant key stakeholders, including the community, government and non-government agencies to assist with a coordinated and integrated approach to initiatives and allocation of Council resources
- As required, develop, plan and implement appropriate programs and projects in response to the identified needs, service gaps and community strengths.
- Capture and utilise customer data to analyse and interpret visitor trends to identify requirements and information useful to improving our visitor experience
- Provide a range of stakeholder development initiatives that build capacity to enable local businesses and community groups to grow the local visitor economy
- Identify potential and existing funding sources and facilitate or prepare submissions where appropriate
- Provide an active presence in the community including attendance at out of business hours meetings and functions
- Coordinate graphic design, videography and web-based marketing for projects and initiatives that are aligned to Visitor Economy Strategy and Council Communications Plans

## KEY DUTIES AND RESPONSIBILITIES

- Contribute to a supportive team environment and work in collaboration with other Council staff that is healthy and safe, free of discrimination and which seeks to attract and retain quality staff.
- Undertake other relevant duties as directed, consistent with skills, competency and training;
- Any other duties as directed by your Manager.
- Manage all corporate documents (both created and received) in accordance with relevant Records Management policies, procedures and legislation.
- Work is to be carried out in accordance with SAFEPLAN2 – Council’s Workplace Health and Safety Management System. Employees must ensure that they do not put the health and safety of themselves or others at risk. Work is to be carried out to meet WHS obligation and responsibilities as detailed in the relevant legislative requirement and standards including Council policies and procedures.
- Report risk exposure to supervisor/ manager and implement risk controls as directed by supervisor/manager.
- To contribute to a work environment that values the contributions made by staff, that is healthy and safe, free of discrimination and which seeks to attract and retain quality staff.

## PERFORMANCE & SKILL STANDARDS

- Accountable to the Director Community & Corporate Services.
- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Manager, recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plan.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards, which may be appropriate and including Council's policies and procedures.
- Allocated tasks shall be completed consistently within agreed timeframes.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council’s aims and objectives.

## GENERAL CONDITION OF EMPLOYMENT

<b>AWARD:</b>	Queensland Local Government Industry Award – State 2017
<b>SALARY:</b>	Stream A Level 3 or 4 depending on experience From \$65,159 to \$70,494 p/a plus allowances
<b>SUPERANNUATION:</b>	First 12 months Employee contribution of 6% not compulsory Council Contribution 9.5% if no employee contribution is made, otherwise 12%  Second and subsequent years is compulsory Employee Contribution 6% Council Contribution 12%  *Council contribution 9.5% only applies to casuals.
<b>STAFF DEVELOPMENT &amp; TRAINING:</b>	Council is very aware of the need for the development of its staff. Both Field and Administration staff undertake an annual performance appraisal on the anniversary of their start date or at regular 12 monthly intervals.  Employees are encouraged to undertake training relevant to their duties and to undertake study in approved courses.
<b>WORKPLACE HEALTH &amp; SAFETY:</b>	All employees commencing with Council must commit to the employee obligations of the Work Health and Safety Act 2011.
<b>PROBATION:</b>	All appointments are subject to a three-month probationary period.
<b>UNIFORM:</b>	All external employees are required to wear the protective clothing as provided by Council from the date of commencement of employment.
<b>SMOKE-FREE WORKPLACE:</b>	It is Council policy that smoking is not permitted in: <ul style="list-style-type: none"><li>• Council buildings;</li><li>• Council vehicles, road plants;</li><li>• Water and sewerage plants and designated confined entry spaces;</li><li>• Other designated areas, which will be notified from time to time.</li></ul>

## RECRUITMENT AND SELECTION PROCESS

This guide has been designed to help you understand Goondiwindi Regional Council's selection process.

Council is an equal opportunity employer and selections are based on merit and equity. Council's objective is to appoint the most suitable person to the position, taking into account the nature of the duties, the abilities, qualifications, experience, standard of work performance and personal qualities of the applicants having regard to the Local Government Act, and other relevant legislation.

Selection is based on the assessment of each applicant in relation to their qualifications, skills, experience and the selection criteria (where applicable) provided for the advertised vacancy.





## APPLICATIONS

Your application needs to be addressed to the Chief Executive Officer and should contain the following: -

- A brief covering letter – identifying your interest in the position.
- A concise demonstration that you meet the selection criteria (if required) – providing brief details of how your skills, abilities, knowledge, experience and qualifications fulfil the requirements of the position.
- Where specific selection criteria is not requested, you should incorporate sufficient detail in your covering letter/resume to demonstrate you have the ability to meet the requirements of the position.
- Your resume – this document should include your personal contact details along with a summary of your education, work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.
- A copy of your latest school results.
- Referees – provide names, position titles and telephone numbers of at least two business referees. One of these referees should be your current employer or most recent supervisor.

Applications must be received by the closing date specified above. Late applications will only be considered if prior arrangements have been made with Council.

Short listing of applicants is based on how well your knowledge; skills and abilities to perform the duties and requirements of the job.

The selection panel will endeavour to meet any special requirements you may have to enable you to attend the interview.

You will be asked a set of either behavioural or situational questions by the panel. Behavioural questions ask how you have handled certain situations in the past and situational focus on how you would handle a particular aspect of the position.

These questions will have been developed by the selection panel to assess how well you match the position.

## LOGGING YOUR APPLICATION

You can apply for the position online by clicking the “APPLY” button on Council’s website [www.grc.qld.gov.au/vacancies](http://www.grc.qld.gov.au/vacancies). Complete the application and attached relevant documents. Applications should be submitted before 5:00 pm on the closing date for the position. If you choose not to apply online application should be forwarded to:

<b>Post to:</b> Attention: Debbie Elliott Mr Carl Manton Chief Executive Officer Goondiwindi Regional Council Locked Mail Bag 7 INGLEWOOD QLD 4387	<b>Personally deliver to:</b> Attention: Debbie Elliott Customer Service Centres in Goondiwindi, Inglewood or Texas.	<b>Email to:</b> <a href="mailto:mail@grc.qld.gov.au">mail@grc.qld.gov.au</a> Attention: Debbie Elliott
--	--	---

**As each application will be electronically scanned, it is not necessary to bind your application or include it in a folder.**

## **REFERENCE CHECKS**

The selection panel will conduct reference checks on applicants with the strongest overall performances at the interviews.

## **NOTIFICATION OF APPOINTMENT**

The interview panel will confirm their decision as soon as practicable. Once the decision has been authorised a verbal offer will be made to the successful applicant. Upon acceptance of the verbal offer, a formal offer of employment will be forwarded to the successful applicant stating the terms and conditions of the position. Acknowledgement of these terms and conditions will be required by signing the letter of offer and returning same to Council along with commencement documentation.

All other applicants will then be notified of the decision.