



Young Shire Council

INFORMATION PACKAGE

for the position of

Trainee Tourism Officer

PACKAGE CONTENTS

ADVERTISEMENT	2
GENERAL INFORMATION.....	3
POSITION NAME.....	3
OBJECTIVES OF POSITION	3
RESPONSIBILITY.....	3
STRUCTURE OF DEPARTMENT	3
QUALIFICATIONS	4
SALARY	4
CONDITIONS OF EMPLOYMENT.....	4
APPLYING FOR THE POSITION	5
<i>Selection Criteria</i>	6
<i>Where to Submit an Application</i>	6
INTERVIEWS.....	6
APPOINTMENT.....	6
JOB DESCRIPTION	7
SELECTION CRITERIA	8
POSITION DUTIES.....	8
SPECIALIST KNOWLEDGE & SKILLS	9
AUTHORITY & ACCOUNTABILITY	10
JUDGEMENT & PROBLEM SOLVING	10
MANAGEMENT & SKILLS.....	10
INTERPERSONAL SKILLS	10
QUALIFICATION AND EXPERIENCE	10
CORE COMPETENCIES FOR ALL STAFF.....	11
<i>WHS RESPONSIBILITIES</i>	12
PHYSICAL REQUIREMENTS	13
FURTHER INFORMATION	14

YOUNG SHIRE COUNCIL



YOUNG SHIRE COUNCIL

POSITIONS VACANT

**Traineeship in Tourism
Twelve (12) Month Fixed Term**

If you are looking for a traineeship and would like to further your studies by undertaking a Certificate III in Tourism then Young Shire Council has the employment opportunity that could be just what you are seeking.

In this role you will gain hands on experience in the functions of a busy Visitors Information Centre including the marketing and promotion of local festivals and events that could result in fast-tracking your career.

The position will be classified as Trainee under the Local Government (State) Award 2014 (T3 to T4) with a salary range of \$544.30 to \$636.20 per 35 hr week- weekend work is part of standard hours. Commencement salary will depend upon age and qualifications.

Applicants should be prepared to undergo a medical examination as part of the selection process. An information package must be obtained by visiting Council's website at www.young.nsw.gov.au or please contact Council's Human Resources on 0263801234.

Applications for the position will be received up until 4.00pm Thursday 21/01/16
Applicants must specifically address each of the essential and desirable criteria for the position.

David Aber
General Manager

Young Shire Council is an Equal Employment Opportunity Employer

GENERAL INFORMATION

Position Name

Trainee Tourism Officer

Objectives of Position

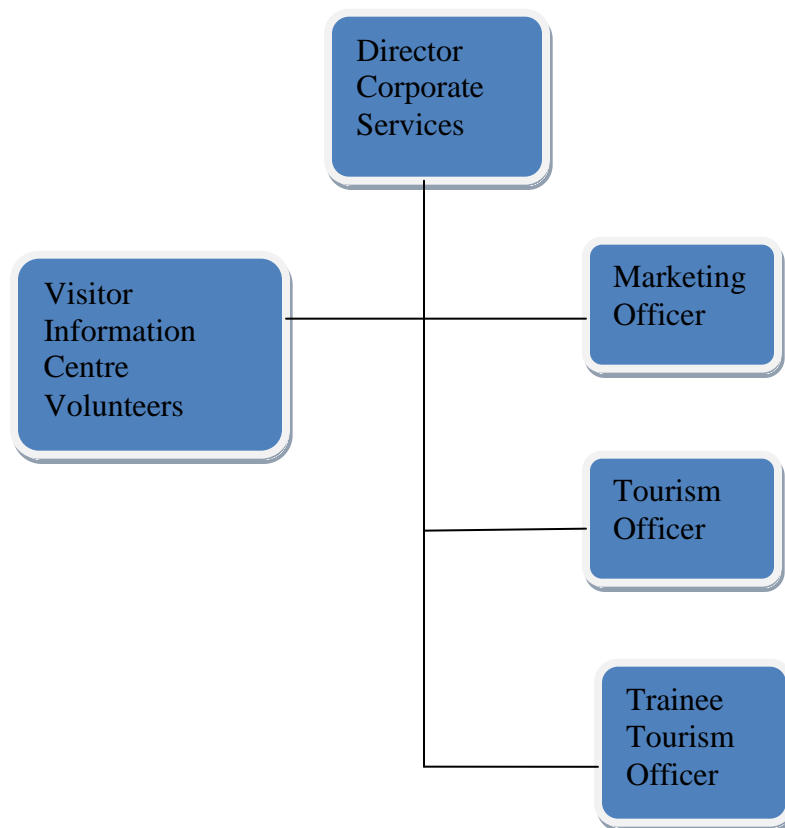
1. The Tourism Trainee Officer provides a high standard of customer service to both external and internal visitors to the Young Visitor Information Centre and provides assistance and administrative support to the other Tourism Officer and the Marketing Officer in the delivery of tourism, economic and community development.
2. To present an opportunity for the successful candidate to achieve a nationally accredited qualification and employability skills and hands on experience.

Responsibility

The position reports to the Director of Corporate Services .

Structure of Department

The position reports to the Director of Corporate Services



Qualifications

The preferred qualification is a Higher School Certificate. Applicants holding a School Certificate that can demonstrate relevant customer service experience will be also be welcomed.

Salary The position is classified as Trainee 3 to4 under the Local Government (State) Award 2010 depending on age and education qualifications. The salary range for the position is as follows:

Level	Rates Per Week
<i>T3 at 17years of age</i>	\$544.30
<i>T4 at 18years of age or over or HSC</i>	\$636.20

Trainees also enjoy other benefits as outlined under the Conditions of Employment.

Conditions of Employment

Conditions of employment include:

- The Local Government (State) Award 4
- 35 hours per week - *Weekend work is classified as part of standard hours.*
- Twelve (12) Month Fixed Term
- Leave provisions as per Award:
 - 4 weeks annual leave but no leave loading.
 - Sick Leave of 15 days per year which includes provision for Carers Leave
- Council funded superannuation, currently 9.5%.
- Uniform supplied.
- Council has a smoke free work environment policy.
- Applicants may be requested to undertake pre-employment medical assessments and drug and alcohol test at Council’s expense to assist in determining their suitability for the position.

An offer of employment would be subject to a probationary period of 12 weeks. Subject to satisfactory performance, employment would be confirmed at the end of the probationary period.

Applying for the Position

IMPORTANT Information Guide for Job Applicants

Selection is based on the assessment of each applicant in relation to the selection criteria identified in the Position Description for the advertised vacancy. Therefore, write your application so that the selection panel can assess your capabilities against each of the selection criteria. A letter and/or resume on its own are generally not sufficient.

Whilst there is no set format for your application, the following is a general guide on what should be included:

1. Covering Letter to support your application

A letter introducing yourself and advising what you are attaching to support your application.

2. Statement which addresses selection criteria

You should concisely and adequately illustrate how you meet each criterion.

Compile a 'Statement Addressing Criteria', list each of the criteria and write a paragraph providing examples of how you meet the criteria.

You may also include transferable knowledge, skills or abilities in areas relevant to the selection criteria that you have developed outside the workplace as evidence that you meet selection criteria, eg. A leadership role in a volunteer organisation.

Note that applications which do not adequately address all the necessary selection criteria may not be considered further and may miss out on an interview

3. Resume

Include a resume with correct information (full name, address, telephone numbers and email address) and a summary of your work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.

4. At least two work related referees

In your resume include details of at least two people who can be contacted who can provide information about how you meet the selection criteria. Provide their names, position titles, addresses, telephone numbers and email address. As a matter of courtesy you should advise the people you have nominated as your referees that they may receive a call from a prospective employer.

5. Give complete and relevant information

Your application is a tool to sell your skills and abilities. It is the first stage in the selection process. It should be well presented and supply such detail as is necessary to fully explain your capabilities and experience. Do not simply state that you meet the requirements of the selection criteria. Give examples that demonstrate how you meet each criterion ie. numbers of staff supervised, examples of suggestions which have been implemented, etc.

6. Be concise

Avoid being long-winded, overstating your case or exaggerating your abilities.

7. Application should be typed.

It is preferred if your application is typed, single sided and stapled in the top left hand corner. There is **no** need to insert your application into a plastic presentation folder.

8. Selection Criteria

Candidates for interview will be selected based on the following selection criteria:

Essential:

- Aptitude for customer service and promotion
- Desire to learn and perform a wide range of varied activities inclusive of office skills, visitor reception, promotion and events
- Ability to deliver a high standard in customer service in dealing with the public, both in person and via email, internet and telephone
- Knowledge about the region to provide correct advice on local information and services including accommodation, dining and tourist attractions.
- Good written and verbal communication and numeric abilities
- Demonstrate a high level of self motivation and time management
- Ability to work unsupervised
- Well groomed and well mannered

Desirable:

- HSC or similar attainment
- A knowledge of the local and regional tourism industry
- A basic understanding of cash management and records management
- Demonstrated commitment to community service

Where to Submit an Application

Application may be e-mailed to mail@young.nsw.gov.au or mailed to:

The General Manager, Young Shire Council, Locked Bag 5, YOUNG NSW 2594

Interviews

Candidates for interview will be selected from the applications based on the above selection criteria. This is why it is important to ensure that you attached a Criteria Statement. Applicants selected for interview will be notified by telephone within 2 week after the closing date.

Appointment

An offer of appointment will be subject to the successful applicant obtaining an audiometry assessment and a satisfactory medical and functional assessment to determine applicant's physical suitability for the position. Council will pay the cost of the assessments.

JOB DESCRIPTION



YOUNG SHIRE COUNCIL

1 GENERAL DESCRIPTION

- 1.1 Position:** Trainee Tourism Officer
- 1.2 Position Holder:** Vacant
- 1.3 Division:** Corporate Services Group
- 1.4 Location** Visitors Information Centre
- 1.5 Role:**
- 1.The Tourism Trainee Officer provides a high standard of customer service to both external and internal visitors to the Young Visitor Information Centre and provides assistance and administrative support to the other Tourism Officer and the Marketing Officer in the delivery of tourism, economic and community development.
 2. To present an opportunity for the successful candidate to achieve a nationally accredited qualification and employability skills and hands on experience.
- 1.6 Position Reviewed:** December 2015
- 1.7 Accountable to:** Director Corporate Services
- 1.8 Accountable for:** Accountable for the satisfactory completion of all duties within the set time schedule; to the appropriate standard, and in a safe and efficient manner in accordance with the WH&S act, regulations and requirements and Council policies which apply.
Is responsible for providing a reasonable quality of work and that tasks are performed in an efficient, effective and acceptable manner
- 1.9 Delegated Authority:** Nil

2 AWARD/SALARY PROVISIONS

- 2.1 Award Coverage** The NSW Local Government (State) Award 2014
- 2.2 Work Hours:** 35hrs per week -Twelve (12) Months Fixed Term Traineeship
Weekend work as part of standard hours
- 2.3 Salary System Grade:** Trainee3 - \$555.30 per week
Trainee4- \$636.20 per week
- 2.4 Training** The Trainee will undertake and complete a Certificate III in Tourism.
a) The training will be delivered through a local TAFE institution.
b) Training will also be delivered in-house on the job

3 SELECTION CRITERIA:

3.1 Essential:

- Aptitude for customer service and promotion
- Desire to learn and perform a wide range of varied activities inclusive of office skills, visitor reception, promotion and events
- Ability to deliver a high standard in customer service in dealing with the public, both in person and via email, internet and telephone
- Knowledge about the region to provide correct advice on local information and services including accommodation, dining and tourist attractions.
- Good written and verbal communication and numeric abilities
- Demonstrate a high level of self motivation and time management
- Ability to work unsupervised
- Well groomed and well mannered

3.2 Desirable:

- HSC or similar attainment
- A knowledge of the local and regional tourism industry
- A basic understanding of cash management and records management
- Demonstrated commitment to community service

4. POSITION DUTIES

Key Responsibilities

Performance Criteria

Key Responsibilities	Performance Criteria
4.1 Customer Service	
Provision of service to all customers at the Visitor Information Centre front counter.	A high standard of front counter customer service. Efficient, courteous dealing with all customers.
Manage incoming telephone calls.	Efficient and courteous dealing with customer telephone contact.
Maintain the front office display area, including posters pamphlets and similar items on display.	A tidy, well presented reception area with well displayed resource material.
Provision of support for community groups printing, copying and other support services	Timely, courteous service.
Receipt of customer payments	Efficient recording and processing of all receipts. General - overall positive customer feedback.
4.2 Tourism Service	
Provision of advice and assistance to tourist in relation to attractions, general information and services	Courteous, efficient dealing with tourism inquiries. Quality of support received throughout local promotions such as the Cherry Festival and other promotions including Hill Tops events.

<p>Know your Council area and tourism attractions, accommodation and services</p> <p>Display, sell and register tourist products where directed by your supervisor</p> <p>Referral of inquiries to other relevant staff as required.</p>	<p>Provision of a well and reasonably maintained selection of resource material</p> <p>Accurate sale records and funds received. High quality presentation.</p> <p>Efficient referral of tourist requests to other staff as required</p>
4.3 Tourism Products	
<p>Designing and preparing Local Tourism products</p>	<p>Produce high quality products and maintain budget requirements</p>
4.4 Administration Support	
<p>Balancing of payments received. Preparation of banking.</p> <p>General administrative assistance as required and as requested by the Director Corporate Services.</p>	<p>Accurate and timely banking of funds received.</p> <p>High quality assistance provided when requested</p>
4.5 Records Management	
<p>The incumbent is responsible and accountable for adequately managing the corporate records they create, capture and dispose according to relevant policies, procedures and legislation.</p>	<p>An efficient records management system which provides file security, ease of use and access and rapid retrieval and tracking of all items within the system.</p>

5. SPECIALIST KNOWLEDGE AND SKILLS

- Specialised knowledge and skills are obtained through on the job training and Council based induction.
- Application of skills including on and off the job accredited external training will lead to a formal qualification

6. AUTHORITY AND ACCOUNTABILITY

This position is accountable for the efficient operation of:

- front counter customer service, including telephone contact
- providing tourist with advise on local and regional information and services
- records and operational maintenance for a range of general administration activities
- banking of funds received
- design and produce tourism products
- records management
- Completion of tasks will be monitored by Visitor Information Staff.

7. JUDGEMENT & PROBLEM SOLVING

- Standard operational procedures are to followed
- Ability to research & develop options for problem solving.
- Assistance may be readily available from others in problem solving.

8. MANAGEMENT SKILLS

- Not required
- There are no employees reporting directly or indirectly to this position

9. INTERPERSONAL SKILLS

- To provide information in an efficient and accurate manner to other Council staff and the public when necessary
- To understand and accept specific job directions and communicate with supervisor and other employees

10. QUALIFICATIONS & EXPERIENCE

- Completion of School Certificate with relevant customer service experience or the Higher School Certificate.
- Not to perform any procedure or task unless appropriate training and instruction has been received.

Code of Conduct

At all times employees should act in a manner that enhances community confidence in Council. The community is entitled to quality service and a positive helpful attitude. While on duty, employees are to give the whole of their time and attention to the business of Council. Employees need to keep up to date with advances in their area of responsibility and carry out their duties conscientiously, honestly, fairly and impartially.

Employees are required to treat all people with courtesy and sensitivity concerning their rights. All employees are required to comply with the Code of Conduct at all times.

Continuous Learning

All Council employees are expected to accept continuous learning as part of their position. This learning may involve a range of methods, from in-house workshops to training and development by external providers.

Learning and development is considered necessary to assist with effectively carrying out the duties of the position.

Core Competencies for all Staff	
Demonstrate an appropriate knowledge of Council's purpose, structure, values and services with particular emphasis on one's own area of employment	<ul style="list-style-type: none"> • Ability to communicate knowledge of Management Plan and how it relates to position and Council's goal • Accept responsibility for and manage own work • Always represent Council in a positive manner
Display a customer focused attitude when dealing with both internal and external customers	<ul style="list-style-type: none"> • Responses and actions are appropriate • Difficult customer situations are dealt with appropriately and without delay • Prioritise customer care as a key issue
Prioritise and respond to tasks within agreed timeframe	<ul style="list-style-type: none"> • Civicview Records tasks are kept up to date
Communicate in a clear and concise manner when dealing with customers and fellow employees	<ul style="list-style-type: none"> • Clarify communications to ensure they are understood • Document all dealings of consequences
Deliver a high quality service and seek ways to improve work processes	<ul style="list-style-type: none"> • Customer needs and expectations are correctly identified • Demonstrate an attitude of proactive system improvement
Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale	<ul style="list-style-type: none"> • Proactively set and meet work goals • Need for additional support to improve performance is communicated with supervisor • Assist other in meeting team goals and deadlines • Demonstrate teamwork and cooperation both within team and across all Council Departments
Demonstrate a commitment to the Council as the employer and maintain a high level of integrity, fairness, honesty and confidentiality	<ul style="list-style-type: none"> • Demonstrate a strong work ethic and a commitment to high standards of internal and external service delivery • Always represent Council in a positive manner • Understand and comply with Code of Conduct
Show respect to other employees and actively discourage all forms of discrimination harassment and bullying	<ul style="list-style-type: none"> • Behaves ethically at all times in the workplace • No substantiated complaints received • Follow and promote EEO principles and deal with others fairly and impartially • Other employees assess non-discriminatory and non-bullying behaviour
Demonstrate an understanding of Council's Work Health and Safety policies and procedures and conform to all WHS requirements of the job	<ul style="list-style-type: none"> • Evidence that WHS is understood and policies and procedures are followed • Actively and positively contribute to participative arrangements for the management of WHS • Implements and monitors risk control measures, consistently, identify and report inadequacies

Actively take part in all relevant programmed training activities and seek to improve performance by gaining new skills and knowledge.	<ul style="list-style-type: none"> • Accept continuous learning as part of requirement of position • Opportunities to meet identified development and learning needs are discussed and accepted
--	---

WHS Responsibilities

WHS for Employees	Performance Measure
Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements.	<ul style="list-style-type: none"> • Evidence of promotion of, and conformance with, Council policies and procedures
Ensuring regular monitoring of Health and Safety performance in the area of their responsibility	<ul style="list-style-type: none"> • Conducting Workplace inspections, • Conducting Audits where appropriate. • Analysis of accident/incident trends • Regular team meetings
Commitment to WHS	<ul style="list-style-type: none"> • Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
Undertaking accident/incident investigations	<ul style="list-style-type: none"> • Evidence of documented and signed accident incident
Attending health and safety meetings Evidence of signed/ documented minutes	<ul style="list-style-type: none"> • Evidence of documented and signed accident minutes
Providing new employees with WHS induction training and specific job training where required	<ul style="list-style-type: none"> • Employee inductions complete
Facilitating rehabilitation for injured employees	<ul style="list-style-type: none"> • Evaluation of induction by employees • Evidence of signed return to work programs • Selected duties provided
Ensure employee awareness of Health and Safety management systems and specific workplace hazards	<ul style="list-style-type: none"> • Regular documented meetings with staff • Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
Providing a clear definition, in writing, of all work procedures	<ul style="list-style-type: none"> • All work instructions are documented and provided to staff with explanation.
Developing health and safety procedures	<ul style="list-style-type: none"> • Development of specific procedures where required

17. Physical Requirements

The following table represents the physical environment in which the employee will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

*Key:	Not Applicable	N	Not Relevant to this position
	Occasional	O	Task is performed for 0-33% of the day
	Frequent	F	Task is performed for 34-66% of the day
	Constant	C	Task is performed for more than 66% of the shift
	Repetitive	R	Work cycle is repeated < 30 sec & performed for > 60min

WORKING CONDITIONS / PHYSICAL REQUIREMENTS - see *Key N, O, F,C,R					
General Demands		Sensory Demands		Other Demands	
Neck Movement (looking up, down, sideways)	O	Sight Use of sight as an integral part of task performance eg. Dark, fine detail	C	Meeting Deadlines	C
Reaching (above shoulder height, forward/side extended)	O	Sight Ability to discriminate between colours	N	Conflict Resolution	O
Hand/Arm Movements (stacking, reaching, mopping, tool use)	O	Hearing Effective hearing ability as an integral part of task performance	C	Sitting for extended periods	C
Bending/Twisting (forward/ backward bending or twisting at waist)	O	Smell use of smell senses as an integral part of task performance	O	Dealing with people	C
Kneeling/Squatting	O	Balance	O	Underground Work	N
Leg Movements (operate machinery)	N	Environmental Factors		Personal Protective Equipment	O
Standing (upright without moving)	F	Dust (expose airborne material ie. Dust)	N	Radiation Tasks involve magnetic or radiation sources	N
Driving (operate any mobile plant)	O	Gas / Fumes Working with gases or fumes	N		
Walking Even surfaces	F	Liquids Tasks involve working with liquids which may cause skin irritations if contact is made with the skin	N	Manual Dexterity Tasks involve fine motor hand/finger use, including pinching, fine manipulation, keyboard use and writing	C
Walking Uneven surfaces	O	Noise Tasks involve exposure to high noise environments, and hearing protection is required to be worn	O	Manual Dexterity Gross motor hand use Gripping, holding, claspings	F
Walking Walking while manual handling object	O	Lighting Tasks involve working in dark or visually- poor environments	N	Task involves working in an awkward positions (Describe)	N
Walking (Up or down steep slopes)	O	Temperature Task involve working in extremes of temperature - hot or cold	O	Confined Space (confined spaces work)	N
Climbing (in and out of plant)	N				
Climbing (stairs, ladders, scaffolding)	N				
Manual Handling Tasks involve manual handling of objects (lifting, lowering, carrying, pushing, pulling, restraining) Light, Moderate, Heavy	Light	Hazardous Substances Tasks involve working with hazardous substances	O	Cardiovascular Fitness level required for position Low (sedentary) Medium High (constantly on feet, repetitive physical work)	Low

FURTHER INFORMATION

Further Information on the position can be obtained by contacting the Human Resource Officer at Young Shire Council on 02 63801234