



TOURISM OFFICER INFORMATION PACKAGE



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ADVERTISEMENT

TOURISM OFFICER

- Permanent Part Time Position (48 hours per fortnight)
- Pay rate \$25.00 per hour (Level 1.1)
- 11.5% Guaranteed superannuation plus up to an additional 6% matching employer contribution
- 20 days annual leave (pro-rata) and 2 days Public Service Leave

About the Shire of Chittering

Join the Shire of Chittering during an exciting period of growth fuelled by our scenic environment, desirable lifestyle, and extended Tonkin Highway. Our dedicated team of approximately 60 employees, based in Bindoon (just 30 minutes from Ellenbrook), is committed to fostering a positive and collaborative work culture. We offer diverse opportunities for professional growth and development. The Shire of Chittering is located 56km north east of the Perth CBD and covers a geographic area of 1,200km² with over 5,400 residents. The Shire consists of three townships: Bindoon, Muchea and Wannamal; together with three other localities – Mooliabeenee, Chittering and Lower Chittering.

About the Position

The Shire of Chittering is seeking a Tourism Officer. The successful candidate will be gain on the job experience in Visitors Centre operations, tourism promotion, activities, and events. Working at the Shire of Chittering provides the opportunity to be involved in a wide variety of activities and projects and gaining diverse hands on experience. Age is not a barrier and mature and young people are encouraged to apply for this position.

About You

We are seeking a positive team player who is motivated, has a can-do attitude, a friendly disposition and enjoys working with people. The successful candidate will have (although not limited to):

- An ability to provide responsive and informative customer service
- Basic oral and written community communication skills
- Basic knowledge of Microsoft word and excel
- Hold a current 'C' class drivers' licence
- The right to live and work in Australia and a National Police Clearance

Applying for this Position

For position details and application information, please refer to the Information Package at [Shire of Chittering Employment](#). Applications must include a resume, a cover letter addressing the selection criteria (max. 3 pages), and an Employment Application Form. **Applications are due by 9am, Monday 26 August 2024.**

We value diversity and are committed to providing an inclusive work environment where everyone is treated fairly and with respect. As an equal opportunity employer, we encourage applications from all backgrounds. Late applications will not be accepted. For further information, contact Human Resources at chatter@chittering.wa.gov.au or call (08) 9576 4600.

Melinda Prinsloo
Chief Executive Officer

ORGANISATIONAL STRUCTURE



OFFICE OF THE DEPUTY CEO

The Office of the Deputy Chief Executive Office includes Economic Tourism and Development, Financial Management, Records, Community Development, Customer Services, Library Services and Technology. The team operates under the direction of the Deputy Chief Executive Officer.

EMPLOYMENT CONDITIONS

Position	Tourism Officer
Location	Shire of Chittering Administration Office, Bindoon
Industry Award	Local Government Industry Award 2020
Classification	Level 1.1
Gross Salary	\$25.00 Per hour
Tenue	Permanent Part Time Position (48 hours per fortnight)
Hours of Work	48 hours per fortnight School hours Mon – Friday 09:00 – 14:00
Superannuation	11.5% Guarantee fee plus up to an additional 6% employer matching contribution as per Shire Policy 3.21 Staff Superannuation.
Leave Entitlements	Four (4) weeks annual leave per year (pro-rata)
	Public Service Holidays – two (2) additional public service holidays per year to be taken between the Christmas and New Year period as per Shire Policy 3.25.
	Other personal leave as set out in accordance with the Award.
Uniform	As per Shire Policy 3.4 Staff Uniforms
Probationary Period	A six-month probationary period applies to this position
Pre-Employment Medical	Candidates may need to complete a health-assessment as part of their selection process
National Police Clearance	Up to date clearance required

WHY WORK FOR THE SHIRE OF CHITTERING?

There are many employee benefits in working for the Shire of Chittering that may not be offered when working for a larger Local Government or organisation.

- You will likely be able to work on a diverse range of activities in a Local Government environment for which can develop your professional interests and growth.
- Opportunities to work with other disciplines/service teams on projects and/or activities, providing a greater understanding and view of the integration of roles.
- Less links in the chain of command (authority and hierarchy) and therefore potential to work with and/or communicate directly with senior roles.
- As a fast-growing Local Government, there comes the opportunity to be an integral part of the growth including opportunities to identify and drive initiatives including improvements.
- With a small number of employees, there is greater opportunity to build connections and relationships with others and be part of a workforce community and team.

Whether it be for personal or professional gain, employment with the Shire of Chittering is built on opportunities and to be part of something that is not just good, but great!

POSITION DESCRIPTION

TOURISM OFFICER

TENURE	Part-Time (48 hours per fortnight)	LEVEL	1
AWARD	Local Government Industry Award (2020)		
DIVISION	Office of the Deputy CEO		

POSITION OBJECTIVES

The primary objective of the Tourism Officer position is:

To provide customer service, local promotion, administration and retail requirements for the Shire of Chittering’s Visitor’s Centre.

- To assist with the organising of the Visitor Centre volunteers and associated communications.
- To assist with the Shire’s tourism, regional and some community events as required; and
- To assist the Economic Development team with tourism administration and stakeholder meetings, update the ‘Visit Chittering’ website and support other tourism activities as directed.

KEY DUTIES / RESPONSIBILITIES

KEY AREAS	OUTCOMES
Visitor Centre Coordination and Services	<ul style="list-style-type: none"> • Help arrange the Visitor Centre volunteers by creating rosters, finding replacements when needed, assigning tasks, and organising honorarium payments. • Communicate weekly and regularly with Visitor Centre volunteers in an informative, respectful, and user-friendly manner. • Provide customer service at the Visitor Centre that includes providing tourist information and local promotion and responding to telephone calls and emails. • Assist with centre administration and retail tasks, such as booking Transit Park spaces, handling cash and sales, and managing stock for retail items and brochures. • Keep the Centre's information up to date with details about places to visit, activities, accommodations, and events, and stay informed about new tourism services, products, and information. • Look for new local tourism services and retail items to promote at the Visitors Centre.
Tourism Promotion & Events	<ul style="list-style-type: none"> • Help update the 'Visit Chittering' website with business info and events, and other tourism sites as needed. • Assist with local and regional events like Taste of Chittering, Astro tourism activities, and other community events as directed. • Gather and compile monthly tourism stats into an Excel spreadsheet and present them at the quarterly Tourism Association Meeting. • Create and send out quarterly online tourism newsletters. • Assist with the annual visitor’s guide.

**Administration,
Record Keeping &
Reporting**

- Respond to administration requirements and maintain a high standard of record keeping.
- Maintaining appropriate and timely records as per the Shire records management policy and protocols.
- Prepare verbal and written reports/documents to Council and Executive Staff, and attend meetings as required.
- Develop and improve operations procedures and guidelines, as required.
- To apply the requirements of the Workforce Vision, Values, Corporate Accountability and Work Health and Safety.

Other Duties

- Deliver on other duties as directed by the Economic Development Coordinator/or Authorized Executive Managers

EXTENT OF AUTHORITY

Operates under general direction of the Economic Development and Tourism Coordinator and Deputy Chief Executive Officer within established guidelines, Procedures and Policies of Council, as well as statutory provisions of the various Acts and other Legislation

ORGANISATIONAL RELATIONSHIPS

Responsible to:	Deputy Chief Executive Officer Economic Development and Tourism Coordinator
Number of staff positions supervised directly:	Nil
Number of staff positions supervised indirectly:	Nil
INTERNAL	EXTERNAL
Chief Executive Officer, Executive Managers Other Staff Elected Members	Ratepayers General Public Government Departments Contractors

CORPORATE ACCOUNTABILITY

- To understand and work towards achieving the Shire’s Community Vision and the objectives of the Shire’s Strategic Community Plan
- To behave in a professional, supportive manner and cooperate with fellow officers
- To model behaviours which comply with the Shire’s values and achieve high standard of service delivery to the organization, customers and the community that aligns with the Shire’s Customer Service Charter
- To commit to a positive and productive work environment and culture that is respectful, takes accountability and works together as a team
- Comply with the Shire’s Code of Conduct, management directives and approved policies and procedures
- Avoid participation in activities that may represent a conflict of interest with the obligations and responsibilities of your role/position
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of the Shire’s resources (staff, equipment, finances and other) within the levels of accountability

WORK HEALTH AND SAFETY

- To take responsibilities for safe working conditions including identifying and reporting hazards
- To utilize equipment and applicable resources appropriately and as per manufacturer/supplier’s instructions.
- To protect the public, the environment, equipment and materials from injury, accidental loss or damage
- To conform with statutory requirements as a minimum standard

SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE	ESSENTIAL	DESIRABLE
Current 'C' Class Drivers Licence	✓	
Current National Police Clearance (dated up to three months prior to start date of the successful candidate)	✓	
While not essential, applicants who are currently completing studies in Tourism (or similar) are encouraged to consider applying for this position.		✓
Hold a current First Aid Certificate or willing to attain one		✓
SKILLS, KNOWLEDGE & ATTRIBUTES (KPIS)	ESSENTIAL	DESIRABLE
Basic oral and written communication skills	✓	
Organisational and time management skills	✓	
Working knowledge of Microsoft Word to a basic level	✓	
Ability to provide attentive, informative and friendly customer service	✓	
Committed to a collaborative and positive team workforce environment/ culture by demonstrating a positive attitude, respect, accountability and teamwork (with volunteers, fellow employees and local stakeholders e.g. tourism business etc.)	✓	
Commitment to completing online studies	✓	
Experience in being part of a volunteer team and/or working with volunteers (which can include as a volunteer)		✓
Experience in a clerical or administrative role within a customer focused environment		✓
Knowledge of the Shire of Chittering region and tourism attractions		✓

IMPORTANT: APPLICATION GUIDELINES

1. CLOSING DATE

The Closing date and time for applications is **9am, Monday 26 August 2024.**

Previous applicants need not apply. Late applications will not be considered unless previous arrangements have been made and agreed upon.

2. EMPLOYMENT APPLICATION FORM

Please complete the Employment Application Form located on the Shire's Website Employment page and the Current Vacancies Position's Information page.

3. COVER LETTER / SELECTION CRITERIA

Cover Letter

The covering letter gives the opportunity to introduce yourself to the interview panel. For you to be considered for short listing, the cover letter must also address the selection criteria that is listed in the position description. The Cover letter including Selection Criteria is to be a maximum of 3 pages.

Selection Criteria

The selection criteria are the most important part of your application, providing the opportunity to explain your suitability for the position by outlining your relevant experience against each point/number.

4. RESUME/CV

Your resume/CV should include:

- Your personal details.
- Your contact details.
- Work history (with your current position first).
- Periods of employment.
- Position(s) held with details of the duties.
- Details of accredited and/or academic qualifications
- Details of at least two (2) work related references including their contact information and relationship. At least one (1) referee should be nominated with respect to your current employment, if you would prefer not to do so, please mention this in your application; and

5. SUBMITTING APPLICATIONS

Please also include copies of any material matter that you believe may be relevant to the application, interview or your appointment so that the Council can take that into considering in selecting the best applicant.

Applications can be submitted by:

Email

chatter@chittering.wa.gov.au

Confidential Application – Tourism Officer
Mrs Melinda Prinsloo
Chief Executive Officer

6. EMPLOYMENT INFORMATION & CONTACT DETAILS

Equal Opportunity Employer

We recognise that we are strengthened by diversity and are committed to providing a work environment in which everyone is included, treated fairly and with respect. As an equal opportunity employer, we encourage all applications, as part of a diverse and inclusive workforce.

Employment Requirements

Interviews for the position will be held at the Shire of Chittering's Administration Office in Bindoon, unless a mutually agreeable location is confirmed.

Employment of the suitable applicant will be subject to:

- The right to live and work in Australia.
- National Police Clearance (within 3 months of position closing date); and
- A satisfactory Pre-Employment Medical Examination.

You will be compensated for the cost for both the National Police Clearance and Medical Examination subject to the Shire of Chittering receiving the paid invoice/s or receipt/s.

For more information about recruitment including the interview process refer to the Shire's Website Recruitment Process page.

7. SHIRE CONTACT

For further information please contact the Shire of Chittering Human Resource Department during office hours by phone (08) 9576 4600 or emailing chatter@chittering.wa.gov.au.

8. APPLICATION CHECKLIST

- Employment Application Form
- Cover Letter Addressing Position Description (max 3 pages)
- Resume
- Copies of supporting documentation e.g. Qualifications, Drivers Licence, Police Clearance.
- Submitted prior to the application close date and time
- Completed a separate application for each position (if applying for more than one)
- Retained a copy of the application for personal references.