



## POSITION DESCRIPTION

### Casual Tourism Library Officer

<b>DEPARTMENT:</b>	<b>Corporate Services</b>
<b>REPORTS TO:</b>	<b>Terrestrial Team Leader</b>
<b>LOCATION:</b>	<b>Terrestrial Centre, Low Street Georgetown</b>
<b>DATE PREPARED:</b>	<b>JAN 2025</b>
<b>PREPARED BY:</b>	<b>Human Resources/Terrestrial Team Leader</b>

This Statement represents an accurate description of the role of the Casual Tourism Library Officer

**Signed Position Incumbent:**

**Dated:**

### PRIMARY ROLE PURPOSE

Provide a high standard of customer service to both visitors and locals of the Etheridge Shire.

### ENVIRONMENT

Etheridge Shire Council, *'The Golden Heart of the Gulf'* is classified as a small sized rural Council which borders Tablelands Regional Council, Mareeba Shire Council, Charters Towers Regional Council, Flinders Shire Council, Richmond Shire Council, Croydon Shire Council and Carpentaria Shire Council.

The Shire covers an area of 39,039km<sup>2</sup> the Etheridge Shire is bursting with development opportunities with a current population of approximately 800.

Our new vision for the Shire is one for a *"balanced community with robust economic and environmental assets which supports our youth and the wellbeing of our citizens"*.

Mining, Tourism, Beef Cattle and Agriculture are the predominant industries driving our economy, but as industry grows and our population steadily growing so will the need for additional services to keep pace with this growth.

The shire has residential, rural/residential and industrial land available. The shire has good community infrastructure in place and we are committed to providing additional infrastructure for future generations to enjoy. The shire is a great place to live, work and play and to bring up children and we are blessed with a caring and committed community.

ABN 57 665 238 857

Address all correspondence to:  
The Chief Executive Officer  
PO Box 12  
GEORGETOWN QLD 4871

Phone: (07) 4079 9090

Fax: (07) 4062 1285

Email: [info@etheridge.qld.gov.au](mailto:info@etheridge.qld.gov.au)

41 St George Street, GEORGETOWN QLD 4871

The key challenges for the Casual Tourism Library Officer over the period of the employment include:

- **Team Work:** The ability to effectively communicate the directives of Council.
- **Communication & Interpersonal Skills:** The ability to effectively transfer ideas, concepts and information. The ability to create, maintain and enhance relationships with clients and staff in order to achieve work goals.
- **Leadership:** The ability to create a shared understanding of requirements in the work environment and through influence, enable team members to fully contribute to team and corporate goals.

## **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

Casual Tourism Library Officer

The incumbent will be responsible for, but not limited to:

1. Performing Library loans, returns and reserves including mailing and shelving Library items
2. Entering new Library members
3. Managing Library Loans
4. Participating in Quarterly Book Exchanges
5. Overseeing the gift shop and exhibit entries
6. Ordering and re-stocking of brochures, souvenirs & any other TerrEstrial stock as requested by the Team Leader
7. Participate in Quarterly Stock Take
8. Liaise with Tourism Operators for tour bookings
9. Provide Tourists with reliable information on the Shire and Region's Tourist Attractions
10. Provide a professional and respectful level of customer service at all times
11. Complete cash sales, Eftpos transactions and daily TerrEstrial Banking
12. To assist with the cleaning of Terrestrial Centre, including the Library, Foyer, Office, Collection Rooms, windows, Store and Toilets
13. Other duties as directed by the Terrestrial Team Leader or Director of Corporate Services

## **KEY PERFORMANCE INDICATORS**

- Completion of all duties (as noted above) in a timely and efficient manner.
- Appropriate notification to supervisor in respect to work absences and leave requirements.
- Compliance with all policies and procedures.
- Compliance with all workplace health and safety standards.
- Punctuality and courtesy at all times.
- Compliance of the adopted Code of Conduct.

## **KEY BEHAVIOURS**

### **Integrity:**

- Follows through with agreed actions.

### **Excellent work ethic:**

- Follows instructions carefully.
- Anticipates potential problems and addresses them with Supervisor.

ABN 57 665 238 857

---

Address all correspondence to:  
The Chief Executive Officer  
PO Box 12  
GEORGETOWN QLD 4871

Phone: (07) 4079 9090

Fax: (07) 4062 1285

Email: [info@etheridge.qld.gov.au](mailto:info@etheridge.qld.gov.au)

41 St George Street, GEORGETOWN QLD 4871

**Team player**

- Attends and participates in team meetings.
- Actively contributes to meeting discussions.

**Results orientated**

- Sees tasks through to completion.
- Completes tasks within specified time frames.

**Commitment to Best Practice**

- Follows procedures.
- Maintains accurate records.
- Maintains an understanding of Council policies and procedures.

**GENERAL INFORMATION AND CONDITIONS**

**Applicants are required to provide a written overview of their experience in relation to demonstrating their ability to meet the above Key Responsibilities & Accountabilities and provide a Resume with at least two referees.**

- Appointment to the position of Casual Tourism Library Officer will be *engaged under the relevant Award* with an attractive remuneration package to the successful applicant.

**QUALIFICATIONS**

To perform this job successfully, an individual must have or be able to demonstrate a background in Customer Service. The position requires a good general knowledge of the regulations pertaining to Local Government/Tourism Industry.

- Sound knowledge or the ability to gain the knowledge of regional tourist attractions
- Computer skills and the ability in the use of Microsoft Word and Excel
- Knowledge of email and Internet
- Good literacy and numeracy skills
- Good written and verbal communication skills
- Ability and willingness to undertake training as required
- Secondary School education to Year 10 standard
- The ability to maintain confidentiality at all times
- Ability to work as a team member

**MEDICAL CONDITION**

It is a requirement of the Etheridge Shire Council that a medical examination with an approved General Practitioner be carried out prior to commencing employment. Successful employment will be dependent upon receiving confirmation from the General Practitioner that you are physically able to carry out the work required for this position.

**CODE OF CONDUCT**

You will be required to inform yourself of the contents of the Shire's "Code of Conduct" and will be required to adhere to the Code.

ABN 57 665 238 857

---

Address all correspondence to:  
The Chief Executive Officer  
PO Box 12  
GEORGETOWN QLD 4871

Phone: (07) 4079 9090

Fax: (07) 4062 1285

Email: [info@etheridge.qld.gov.au](mailto:info@etheridge.qld.gov.au)

41 St George Street, GEORGETOWN QLD 4871

## **WORKPLACE HEALTH & SAFETY**

You will be required to familiarize yourself with the Shire's Safety Policy and "Safe Plan" procedures. This includes compliance with all of the requirements of Project Safety Plans. This also includes the legal obligations of an employee as defined by the Work Health and Safety Act 2011.

## **DRUG & ALCOHOL POLICY**

As an employee you will be required to participate in Council's Random Drug and Alcohol testing programme and comply with Council's Drug and Alcohol policy.

## **PROBATION PERIOD**

A probation period of six (6) months applies to this position. This may be extended for a further period of no more than six (6) months should performance not be satisfactory at the expiry of the initial term.

## **ACCOMMODATION**

NIL

## **CERTIFICATES, LICENSES, REGISTRATIONS**

It is a condition of employment that a Current 'C' class driver's license be maintained at all times. Failure to hold such license may result in termination of employment.

- Council is committed to Equal Employment Opportunity, Diversity and Merit principles.
- Existing Council policy will be applied to assist appointees to relocate.

Applications for this position should be forwarded to:

The Chief Executive Officer  
Etheridge Shire Council  
PO Box 12  
GEORGETOWN QLD 4871

Emailed: [info@etheridge.qld.gov.au](mailto:info@etheridge.qld.gov.au)

ABN 57 665 238 857

---

*Address all correspondence to:*  
The Chief Executive Officer  
PO Box 12  
GEORGETOWN QLD 4871

Phone: (07) 4079 9090

Fax: (07) 4062 1285

Email: [info@etheridge.qld.gov.au](mailto:info@etheridge.qld.gov.au)

41 St George Street, GEORGETOWN QLD 4871