



**BOURKE  
SHIRE  
COUNCIL**

# **JOB VACANCY**

## **CASUAL TOURISM SERVICE OFFICER**

### **THE JOB:**

Provide an exceptional customer experience by creating a welcoming environment and delivering great service at the Back O' Bourke Information and Exhibition Centre.

### **ABOUT US:**

We are committed to providing a welcoming workplace where everyone feels respected, safe, and supported. This means we value team players with a positive attitude, respectful behavior and a keenness to learn.

### **IF YOU HAVE SKILLS THAT MATCH OUR JOB, AND:**

- Create an environment where visitors feel welcome.
- Provide information about our events, tourism attractions and community.
- Have a friendly and positive can-do attitude.
- Enjoys working as part of a Tourism team.
- The ability and flexibility to work various rostered shifts, including early mornings, late evenings and weekends.
- Maintain the Back O' Bourke Centre to a high standard.
- Class C NSW Driver License

### **THEN WE WILL OFFER YOU:**

- Weekday hourly rate \$36.02 (gross).
- Casual weekend rate.
- 11% Superannuation.
- Opportunity to learn new skills in a supportive environment.

### **LIKE MORE INFORMATION?**

Please contact  
Coordinator Tourism & Events, Ben Nott,  
on 02 6872 1321 or  
[jobs@bourke.nsw.gov.au](mailto:jobs@bourke.nsw.gov.au)

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<b>Position</b>	Tourism Services Officer
<b>Reports To</b>	Team Leader Tourism Operations
<b>Department</b>	Economic Development
<b>Band/Level</b>	B1 / L3
<b>Grade</b>	2
<b>Date Revised</b>	July 2022

This position description broadly describes the accountabilities, duties and conduct of an employee of Bourke Shire Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

### **Primary Purpose**

Provide an exceptional customer experience by creating a welcoming environment and delivering great service.

### **Council Values**

Council's values of Openness, Honesty, Respect, Accountability, Objectiveness, Leadership, Selflessness and Integrity guide the decisions, actions and conduct of all employees.

### **Core Accountabilities**

- Deliver, in partnership with team members, services that include but are not limited to information enquiry responses, retail sales, visitor tours and other sightseeing or event information, to ensure a consistent and responsive customer experience.
- Ensure a high standard of personal and facility presentation to support a positive customer experience.
- Undertake retail and ticket sales, including registering sales, receipting money and end of day reconciliation.
- Record information relating to visitor numbers, enquiries and merchandise sales for use in operational planning, decision-making and budget management.
- Provide administrative support to maintain the effective functioning of the Centre.
- Support the set-up, delivery and pack away of events as required.
- Undertake duties for PV Jandra and Crossley Engine as required.
- Contribute to the performance of Council: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by the Manager/ Supervisor, which are within his/her skills, competence and training.

The employee is to comply with the organisation's policies and procedures (as varied from time to time) and undertake training and development.

**Essential Criteria**

1. Certificate II in Tourism or Business Administration, coupled with experience in a similar role; or substantial contemporary experience in a similar role, coupled with ongoing professional development.
2. Current knowledge and demonstrated experience in providing high quality customer service to a diverse range of customers in tourism or retail environment.
3. Demonstrated experience with Microsoft office suite, including Word, Outlook and Excel.
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Demonstrated interpersonal skills and ability to communicate effectively to respond to customer enquiries.
6. Current Class C Drivers Licence.
7. Available to work weekends and evenings.

**Desirable Criteria**

1. Experience in the tourism, hospitality or retail industry.

Agreed:

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Employee Name

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Employee Signature