

# Tourism Recovery Officer

## Position Outline

<b>Position</b>	Tourism Recovery Officer
<b>Work Location</b>	23 West Street, Administration Building
<b>Directorate</b>	Community Services
<b>Section</b>	Economic and Community Development
<b>Reports to</b>	Manager, Economic and Community Development
<b>Annual Salary Band</b>	\$90,372.00 - \$93,944.00
<b>Classification</b>	Level 5, Mount Isa City Council Certified Agreement 2018
<b>Engagement Type</b>	Full-Time, Ongoing

### POSITION OBJECTIVE

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The Tourism Recovery Officer has been established through a partnership with the Department of State Development, Tourism and Innovation to work with local tourism operators who have been impacted by bushfires and drought. The Tourism Recovery Officer will provide assistance with navigation of the various funding support models available through government departments and agencies, business continuity, planning, resilience building and recovery.

### POSITION REQUIREMENTS

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- Demonstrated experience and ability to apply project management methodologies, including the ability to complete a wide range of tasks and projects that are running concurrently.
- High level interpersonal skills to communicate effectively (in both oral and written forms) to internal and external stakeholders, including the ability to gain their cooperation, and to collaborate and motivate industry to achieve outcomes.
- Strong strategic, conceptual and analytic skills to plan, implement and measure outcomes.
- Demonstrated ability to manage time effectively to set and achieve outcomes within required timeframes.
- Ability to contribute to the development of destination marketing collateral and campaigns to drive visitation.
- Proven ability to work autonomously, including the ability to provide advice on matters of a complex nature and identify and solve problems.
- Knowledge of workplace health and safety considerations relevant to the role and how to limit risks in the environment where this role operates.
- Preparedness to work flexible hours to meet demands and deadlines of the position, when necessary.
- A sound understanding and general interest in Local Government operations is desirable.
- A tertiary qualification in a relevant discipline, or relevant extensive experience in a similar role is desirable.
- Possession of a current open "C" class licence (Car).



## KEY RESPONSIBILITIES

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This position is responsible for the following areas and includes but is not limited to:

- Work within team, and in conjunction with industry representatives, State, Regional and Local Tourism Organisations, Chambers of Commerce, Visitor Information Centres and the wider tourism industry, to assist the tourism operators in Mount Isa and Cloncurry to recover from the impacts of recent crises.
- Act as a liaison point for Mount Isa tourism across all three levels of government and ensure effective communication between Council, members of the local tourism industry, local businesses that are real or potential beneficiaries from tourism, local community groups and other partners.
- Identify and access sources of funding relevant to the tourism industry, and assist tourism businesses to navigate the options available to them.
- Liaise with tourism operators to understand their requirements in regard to business capability, recovery and resilience, and match their needs to available government and industry programs.
- Conduct and/or coordinate seminars and workshops and other capacity building events where relevant, noting that some of these events may need to be held online.
- Work in collaboration with the team to assist in the delivery of Bushfire Tourism Recovery Funding objectives and projects.

*Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.*

## KEY PERFORMANCE INDICATORS

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- The position holder will be encouraged to attend workshops and conferences relevant to the position so as to ensure ongoing professional development.
- Comply with the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

## WORK HEALTH AND SAFETY

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All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

## WHAT'S IN IT FOR YOU?

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When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

## MOUNT ISA CITY COUNCIL VALUES

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We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

## HOW TO APPLY

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### What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

### Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on [hr@mountisa.qld.gov.au](mailto:hr@mountisa.qld.gov.au)
- *Both word and PDF are accepted file formats.*

### Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	18 April 2024
Contact	Brian Atherinos – Manager, Economic and Community Development
Closing date	6 November 2024