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| **Position Title:** | **Visitor Information Centre Attendant** |
| **Position Status:** | Casual |
| **Department:** | Community Services |
| **Location:** | Normanton |
| **Award Classification/Level:** | Level 1 (LGO) |
| **Hours of Duty:** | Casual |
| **Award & Enterprise Agreement:** | Local Government Officers’ Award & Carpentaria Shire Council Certified Agreement 2013 |
| **Delegations:** | As per delegations register |
| **Reporting to:** | Centre Coordinator – Normanton Library and VIC |

## Primary Objectives of the Position

## The purpose of Visitor Information Centre Attendant is to perform routine library and visitor information centre procedures and ensure a courteous and effective library and visitor information service is delivered to the public.

## Key Duties & Responsibilities

Duties and responsibilities include but are not limited to:

* Maintain positive relationships with residents, ratepayers and visitors and provide a transparent and effective system of communication on behalf of Council which will result in increased community satisfaction with Council performance.
* To provide information and advice to visitors to Normanton, Karumba and surrounding areas.
* Borrowing and lending of books.
* Assist the public in accessing the library’s public internet facility.
* Work effectively with other staff to ensure that the objectives and priorities of the visitor information centre and library are met.
* Enhance teamwork and performance within Council to ensure Carpentaria Shire becomes more effective.
* Carry out administrative functions within the visitor centre and library, including the maintenance of files and records.
* Complete timesheets as required.
* Carry out other tasks as requested by the Centre Coordinator and Manager of Economic and Community Development.

## Skills, Knowledge and Qualifications

### Skills

* High level communication skills
* Sound administrative skills
* Attention to detail.
* Ability to work as part of a team.

### Qualifications/Licenses

* Current class "C" driver's licence.
* Current Working with Children – Positive Notice (Blue Card) or the ability to obtain one

## Workplace Health & Safety and Equal Employment Opportunity Requirements

## *Work Health and Safety (WHS)*

* Follow safe practices and procedures to perform your duties in a manner that does not put yourself or others at risk of harm
* Actively participate in WHS inductions and training
* Participate in the development of safe work method statements and risk assessments with your supervisor when required.
* Wear personal protective equipment (PPE) in the prescribed manner and when required.
* Participate in workplace inspections if required.
* Take care of any plant or equipment of any kind, including telecommunication devices.
* Report all hazards, near misses and damage to Council’s property to the responsible Supervisor.

***Injury Management***

* Report all injuries or illnesses to the responsible Supervisor immediately
* If injured at work, actively cooperate and participate with injury management obligations and return to work plans if applicable.

***Risk Management***

* Report any potential public liability and professional indemnity exposures in your workplace to the responsible Supervisor.

***Equal Employment Opportunity (EEO)***

* Recognise the skills and talents of other staff members.
* Treat people fairly.
* Act to prevent bullying, harassment and discrimination against others in your workplace.
* Respect differences among your colleagues and customers such as cultural and social diversity.