

# DOUGLAS

# SHIRE COUNCIL

## POSITION VACANT

This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

Applications are hereby invited for the following positions:-

### **Kiosk Attendant (Part-Time – Fixed Term 12 Months)**

**DEPARTMENT: People and Community Services**

*Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment*

**APPLICATIONS CLOSE: Friday 7 August 2020**

**Your application must consist of the following information:-**

#### **CHECKLIST**

- Cover Sheet to nominate the position or positions you would like to be considered for**
- Covering Letter addressing the three main elements under the selection criteria:**
  - ≈ *Qualifications*
  - ≈ *Knowledge, Skills and Expertise*
  - ≈ *People Oriented Skills and Attributes*
- Copy of Current Resume**
- Completed Position Application Form**



Applications should be addressed to:

**Douglas Shire Council  
Human Resources  
PO Box 723  
Mossman QLD 4873**

[humanresources@douglas.qld.gov.au](mailto:humanresources@douglas.qld.gov.au)



**WITH COMPLIMENTS**

**INFORMATION KIT**

**Kiosk Attendant  
(Part-Time – Fixed Term 12 Months)**

**Closing Date: Friday 7 August 2020**

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**IMPORTANT INFORMATION REGARDING YOUR APPLICATION**

*Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.*

**PRE-EMPLOYMENT ASSESSMENT**

*Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.*

**EMPLOYMENT ELIGIBILITY**

*To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply*

**Privacy Information:** Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

## Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

## What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

### **Qualifications**

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

### **Knowledge, Skills and Expertise**

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

### **People Oriented Skills and Attributes**

These are personal characteristics you possess that would make you successful in this role. For example if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short listing process.

## Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

**Situation** - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

**Task** - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

**Action** - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

**Result** - What resulted from the actions you took? What did you achieve and what were the results of what you did?

**DOUGLAS SHIRE COUNCIL**  
**GENERAL CONDITIONS OF EMPLOYMENT**

<b><u>POSITION:</u></b>	Kiosk Attendant - (Fixed Term 12 Months)
<b><u>LOCATION:</u></b>	Mossman Pool and Caravan Park
<b><u>POSITION STATUS:</u></b>	Part-time Temporary
<b><u>AWARD:</u></b>	Queensland Local Government Industry (Stream B) Award – State 2017
<b><u>CLASSIFICATION:</u></b>	LGH 2
<b><u>SALARY:</u></b>	\$50,476.40 pro-rata per annum
<b><u>HOURS OF DUTY:</u></b>	<p>Rostered hours will vary dependent on operational requirements of Swimming Pool and Caravan Park.</p> <p>Hours will be a minimum of 16 hours per week and a maximum of 38 hours per week.</p> <p>The ordinary hours of duty shall be rostered in accordance with the Award.</p>
<b><u>LEAVE:</u></b>	Annual leave and sick leave will accrue in proportion to hours worked. Annual Leave Loading applies. The rostered day off system does not apply to this role.
<b><u>SUPERANNUATION:</u></b>	Contributions to Superannuation through membership of the Local Government Scheme or a complying fund is available on appointment at the appointee's election, or compulsory on completion of twelve (12) months service. Contributions - employee 6% of salary, employer 12% of employee's salary. Employer contributions – 9.50% of employee's salary if you choose not to contribute within the first twelve (12) months of employment. A medical examination may be required.
<b><u>APPLICATIONS:</u></b>	<p>Addressed to:</p> <p>Douglas Shire Council Human Resources PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p><a href="mailto:humanresources@douglas.qld.gov.au">humanresources@douglas.qld.gov.au</a></p>
<b><u>CLOSING DATE:</u></b>	<p><b>Friday 7 July 2020</b> Mossman Administration Building 64-66 Front Street MOSSMAN QLD 4873</p>

**Position Applied for:** Kiosk Attendant – (Part-time) Fixed Term 12 Months  
**Position number:** 614, 615, 616

Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>	Date: _____ Given Names: _____ Family Name: _____ Preferred Name: _____
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<b>Postal Address:</b> _____ _____ <b>Home Address:</b> _____ _____	<b>Telephone Numbers:</b> Home: _____ Work: _____ Preferred Contact Number: _____ Email: _____
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Have you previously worked for Douglas Shire Council?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____
Are you a current employee of Douglas Shire Council?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____

<b>Current Employees must complete:</b>	<b>Employee No:</b> _____	<b>Classification Level:</b> _____
<b>Position Title:</b> _____		
<b>Department:</b> _____	<b>Supervisor:</b> _____	

Are you currently being represented by an external recruitment agency?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Name of Agency: _____
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**In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)**

Port Douglas & Mossman Gazette   
  Douglas Shire Council   
  Other Newspapers: .....  
 On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au): .....

**This section is Optional: Do you identify with any of the following groups? (Please tick)**

Aboriginal / Torres Strait Islander   
  Disability   
  English as Second Language

**Applicant Consent Details (Please Tick):**

I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.

**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

**Applicants Signature:** .....

**Position applied for: Kiosk Attendant - (Part-time) Fixed Term 12 Months**

**Position number: 614, 615, 616**

Have you completed secondary education? Yes  No

If yes, did you complete Year 10, Year 12 or higher level? \_\_\_\_\_

Comments: \_\_\_\_\_

Do you hold a current First Aid Certificate? Yes  No  Expiry date: \_\_\_\_\_

Do you hold a current CPR certificate? Yes  No  Expiry date: \_\_\_\_\_

Do you hold a current Pool Plant Operator Certificate? Yes  No  Expiry date: \_\_\_\_\_

Do you hold a current RLSS Pool Lifeguard Certificate? Yes  No  Expiry date: \_\_\_\_\_

Do you hold a current AUSTSWIM Teacher of Swimming and Water Safety (TSW) Certificate? Yes  No   
Expiry date: \_\_\_\_\_

Do you hold a Certificate III in Business Administration? Yes  No

Comments: \_\_\_\_\_

Do you possess a "Blue" Card? (Working with Children Check) Yes  No

If no, are you eligible to obtain a "Blue" Card? Yes  No

If yes, please provide expiry date: \_\_\_\_\_

Comments: \_\_\_\_\_

Do you hold a current valid driver's licence? Yes  No

Class of Licence held: \_\_\_\_\_ Expiry: \_\_\_\_\_

**What qualifications, skills or experience do you possess?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Why are you interested in applying for this position and what do you think you could bring to this role?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What experience do you have in Customer Service?**

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**What experience do you have in operating and reconciling takings, using point of sale systems?**

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**Please make any additional comments below.**

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**Applicant Declaration**

**I certify that the information contained in this Position Application form and any other written information submitted as part of my application is true and complete.**

**I understand that I will be required to present original licences and qualifications including eligibility to obtain a "Blue Card" (working with children check) prior to commencement with Douglas Shire Council.**

**Applicants Signature: ..... Date: .....**

Position No: 614, 615, 616

Last Updated: July 2020

<b><u>POSITION:</u></b>	Kiosk Attendant – (Temporary Part-time)
<b><u>DEPARTMENT:</u></b>	People and Community Services
<b><u>SECTION:</u></b>	Community and Economic Development
<b><u>ORGANISATIONAL RELATIONSHIP:</u></b>	Reports to: Administration Officer (Pool Administrator) and Sport and Recreation Officer. Supervises: No direct reports.
<b><u>AWARD CLASSIFICATION:</u></b>	LGH 2
<b><u>CONDITIONS OF EMPLOYMENT:</u></b>	Queensland Local Government Industry (Stream B) Award – State 2017  Commitment to Council's policies, procedures, Enterprise Bargaining Agreement and other legislative requirements in relation to Best Practice, Equal Employment Opportunities (EEO), Anti-Discrimination and Council's Code of Conduct.
<b><u>HOURS OF DUTY:</u></b>	Hours will be a minimum of 16 hours per week and a maximum of 38 hours per week and will/can vary dependent on operational requirements of Council's Swimming Pool and Caravan Park.  Weekday and weekend shifts (varying hours).
<b><u>DELEGATIONS:</u></b>	Delegations as per the Delegations Register.
<b><u>WORKPLACE HEALTH &amp; SAFETY RESPONSIBILITIES:</u></b>	The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Management System, Safe Work Method Statements, Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.
<b><u>PRIMARY OBJECTIVES OF THE POSITION:</u></b>	The purpose and function of the position is to: <ul style="list-style-type: none"><li>• To carry out all duties associated with kiosk operations at Council's Swimming Pool and Caravan Park.</li><li>• To meet the needs of patrons at all times in a professional, courteous and friendly manner.</li><li>• Undertake customer service enquiries, including reception duties and ensure services are delivered in a timely manner.</li></ul>
<b><u>KEY DUTIES AND RESPONSIBILITIES:</u></b>	Duties and responsibilities include but are not limited to: <ul style="list-style-type: none"><li>• The efficient operation of Council's Swimming Pool and Caravan Park including Kiosk.</li><li>• Assisting in the training of staff in the point of sale computer system, cash handling, end of day balances and general kiosk operations.</li></ul>



- Provide quality customer service at all times and ability to work with minimal supervision.
- Assist in reception duties including bookings, cash handling and reconciliation.
- Accurately accept and receipt monies and perform daily balancing.
- To ensure the collection of admission money in accordance with Council's directions.
- Ensuring the overall facility is clean, maintained and functional by general cleaning, cleaning of cabins and support to maintenance staff or contractors.
- Re-set caravan and cabin bookings by ensuring allocated sites and cabins are clean and maintained and cabin linen is made available.
- Provide accurate, timely and appropriate advice and assistance to customers in all aspects of Council Operations utilising all available resources.
- Ensure the safety and well-being of patrons of the facility and employees.
- Assist in maintaining safe, clean and hygienic kiosk and ensure the safe handling of food products is in accordance with Food Act at all times.
- Undertake general administrative tasks and general cleaning tasks to maintain facilities.
- Support the Pool Administrator in developing reports and customer service with school and large school bookings and activities.
- Understand, refer to and abide by Council's policies, procedures and work practices.
- Assist with development of up to date facilities procedures.
- Assist to ensure long-term patrons of facility have current leasing paperwork and help assist to oversee safety of all patrons.
- Assist in the management of customer complaints to locate resolution.
- Assist with data collection of statistics on level and type of service being provided.
- To undertake stock ordering and stock takes, when required, and liaise with suppliers.
- Issue of tickets and visitor passes and ensure kiosk stock is sold in accordance with Council policy.
- To respond to any calls for assistance in an emergency.
- To maintain a courteous manner to all patrons of the facility.
- Manage work processes and set priorities in order to meet deadlines and achieve corporate and unit

objectives.

- Assist in continuous improvement initiatives to the benefit of the organisation through participation in corporate planning initiatives, projects and working groups as directed.
- Other duties as directed by senior staff.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.

**SELECTION CRITERIA:****Essential:**Qualifications

- Secondary education to at least Year 10 and preferably Year 12.
- Current First Aid Certificate (HLTAID003).
- Current CPR Certificate (HLTAID001).
- Possession of a Working with Children Check (blue card check).
- Queensland C class Driver's Licence.

Knowledge, Skills & Expertise

- Demonstrated high level of customer service experience within a Customer Service and /or Call Centre environment. .
- Excellent customer Service and cash reconciliation skills.
- Proficient keyboard / data entry skills with a high degree of accuracy including the ability to operate a point and sale and booking system.
- Knowledge of or the ability to rapidly acquire knowledge of Council policies, procedures and workflows.
- Skills, knowledge or experience of cash handling, administration and technology suitable to a front-of-house environment.
- Ability to communicate effectively with the public with a strong commitment to the highest level of customer service and a desire to raise the profile of Council.
- Task and goal oriented with a commitment to quality.

People Oriented Skills & Attributes

- Ability to deal face-to-face or over the phone with difficult customers.
- Knowledge of the principles of effective teamwork.
- Ability to use tact, confidentiality and discretion.

**Desirable:**Qualifications

- Certificate III in Business Administration.

- Pool Plant Operator Certificate.
- Current RLSS Pool Lifeguard Certificate.
- AUSTSWIM Teacher of Swimming and Water Safety (TSW).

Knowledge, Skills & Expertise

- Experience in a Local Government environment or similar.

**PERFORMANCE INDICATORS:**

Performance Indicators will be:

- Accuracy and quality of work performed.
- Ability to adapt and learn new skills.
- Quality of output of the position.
- Participation in team objectives.
- Outstanding customer service to all patrons including Council staff.
- Act in the best interest of Council at all times, to display Council's Core Values and Code of Conduct.