

Tourism Trainee

Temporary Full Time (approx. 18 months)



EMPLOYMENT INFO PACK

POSITION: Tourism Trainee
Temporary Full Time (approx. 18 months)

JOB VACANCY NO: PE.RE.93

CLOSING DATE: Friday, 5th February 2021

2 Truscott Crescent Exmouth WA 6707
PO Box 21 Exmouth WA 6707

Telephone: (08) 9949 3000 Facsimile: (08) 9949 3050
Email: humanresources@exmouth.wa.gov.au
Website: www.exmouth.wa.gov.au

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Working for the Shire of Exmouth

The Shire of Exmouth is a dynamic, progressive organisation with a highly motivated workforce that delivers quality services and facilities to the community. We employ around 80 staff and provide an exceptional and committed service. We create an environment where every employee has an opportunity to succeed.

Work / Life Balance:

- Flexible working hours with a Rostered Day Off (RDO) agreement available for some departments
- 5 weeks annual leave per year
- Personal leave/Parental leave

Health Incentives:

- Discounted Partridge Memorial Swimming Pool pass for permanent full time and part time employees.
- Access to the Shire's health and wellbeing program, such as skin checks and flu vaccinations.

Attractive Superannuation:

The Shire of Exmouth offers attractive additional superannuation benefits on top of the statutory contribution in accordance with the Shire of Exmouth Enterprise Agreement 2017.

Pristine Location:

The Shire of Exmouth is situated 1,270 kilometres north of Perth, on the tip of the North West Cape in Western Australia. Covering 6,504 km² the district is bordered by the Exmouth Gulf and the pristine Ningaloo Coast World Heritage area. Exmouth is one of the few areas in Australia that can boast the reef to range experience.

The Ningaloo region is famous for its pristine beaches perfect for camping, snorkelling, fishing, water sports or simply relaxing and soaking in the superb scenery. The region offers extraordinary year-round wildlife experiences with whale sharks, humpback whales, turtles, manta rays and much more.

Exmouth town:

Exmouth is a small town with a population of approximately 2500 people. Every year, in the winter months the number of visitors arriving in Exmouth triples the resident population.

While the town was founded around defence industries, tourism is now the largest industry in the Shire with eco-tourism development experiencing significant growth.

Other industries that contribute significantly to our local economy include defence, government services and industries to support the offshore oil and gas industry, tourism support services such as hospitality and accommodation along with fishing, pastoral, aquaculture, light engineering and construction.

Make a difference:

Working for the Shire of Exmouth can give you a sense of satisfaction and provide the opportunity for a diversity of work experience that has a direct effect on your local community and environment.

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Launch your career with the Shire of Exmouth through the completion of Certificate III in Tourism. You will receive extensive on the job training across the Ningaloo Centre including Local Government operations.

The key focus area will be to promote excellence in customer service to ensure visitors to the Ningaloo have a safe and memorable holiday experience through the provision of visitor servicing, visitor attractions, conferencing and administration.

The successful candidate will be energetic and motivated to develop their skills and qualifications through a combination of on-the-job experience in a supportive team environment and formal training, as well as enjoy flexible working conditions.

The start date can be negotiated for the right candidate with an aim to commence in early March 2021. This position will work an average of 38 hours per week across 7 days. This role is temporary for the duration of the traineeship with the potential to lead to full time employment for the right person.

What you need:

- Commitment to completion of Certificate III in Tourism
- A can-do attitude and welcoming smile
- An interest in the tourism industry
- Some experience utilising Microsoft Office
- Some experience communicating with people and/or customers

What we offer:

- 5 weeks annual leave
- Weekend penalty rates
- Flexible working conditions
- Additional Superannuation
- Rates of pay in accordance with the Shire of Exmouth Enterprise Agreement 2017, Schedule E & National Training Wage

Take advantage of this opportunity to work for the Shire that will help you achieve your goals.

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How to Apply:

Completed job applications are to be submitted to humanresources@exmouth.wa.gov.au or to the Shire of Exmouth office.

We can only accept electronic applications emailed in Word or PDF format or alternatively submit a printed application.

Mark all correspondence: Private and Confidential

Attention it to: Human Resources

Deliver it either by: Post: Shire of Exmouth, PO Box 21, EXMOUTH WA 6707
Hand: Shire of Exmouth, 2 Truscott Crescent, EXMOUTH WA 6707

Email: humanresources@exmouth.wa.gov.au

For enquiries about this position please contact Kathleen Fish (Manager HR & Governance) on (08) 9949 3016.

Application Deadline:

Applications for this position are to quote (PE.RE.93) and are to be received no later than **4:30 pm Friday, 5th February 2021**.

Position Details:

Tourism Trainee

Thank you for your enquiry regarding our position advertised. To apply for this position, include all of the following documents:

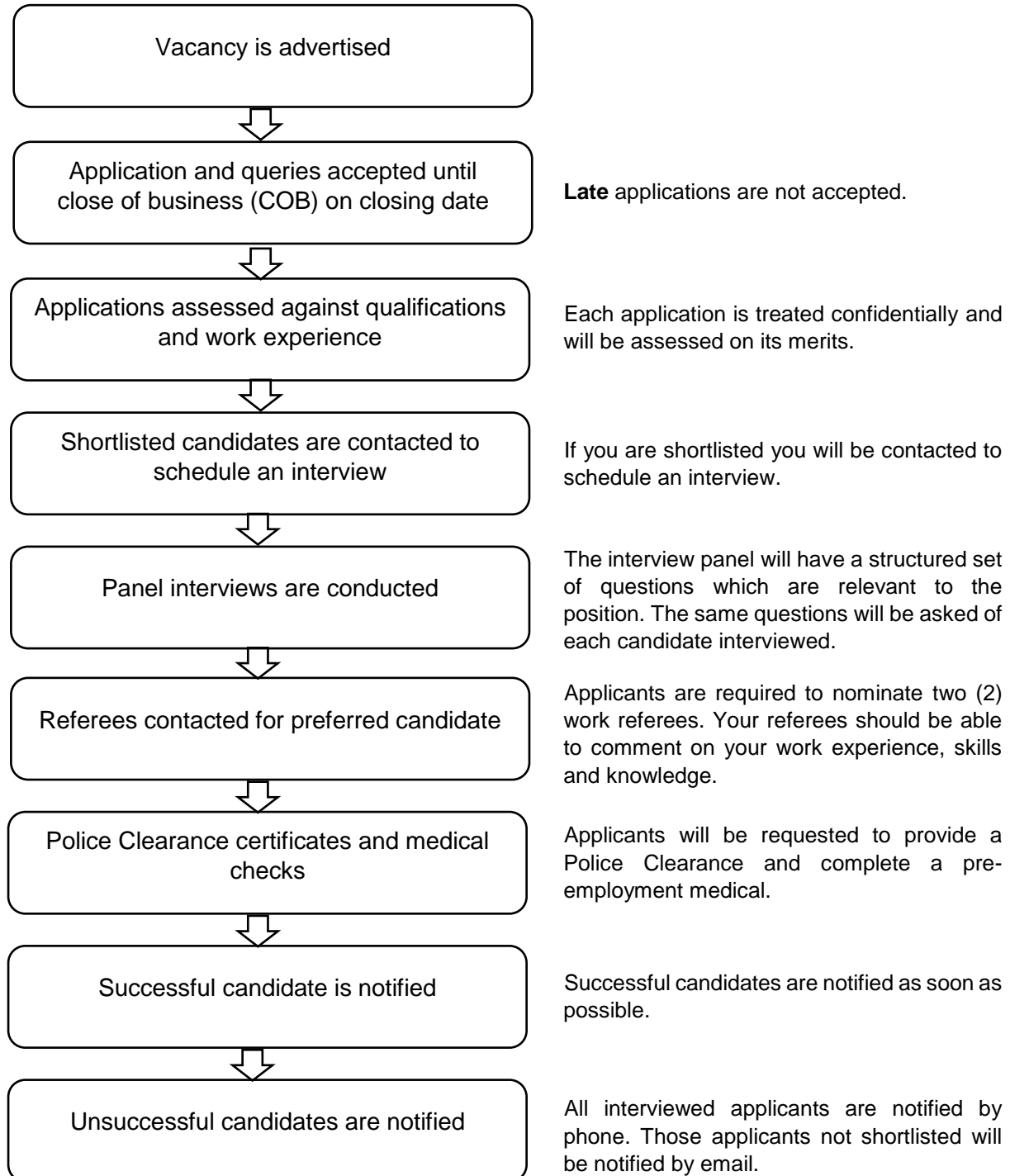
1. **A cover letter** outlining why you want to undertake the Tourism Traineeship.
2. **A current resume** with the details of your previous work history, qualifications and other competencies including knowledge, skills and abilities you think are relevant to the position.
3. **A completed application form** contained at the end of this job application package.

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The Recruitment / Selection process:



Withdrawing your application: Should you for any reason want to withdraw your application from the process, simply send advice to the Shire in writing, stating your name and the vacancy number.

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Annual Remuneration Package*

Experience level of trainee	Highest year of schooling completed		
	Year 10	Year 11	Year 12
School leaver	\$ 17,607.20	\$ 19,390.80	\$ 23,098.40
Plus 1 year out of school	\$ 19,390.80	\$ 23,098.40	\$ 26,884.00
Plus 2 years out of school	\$ 23,098.40	\$ 26,884.00	\$ 31,283.20
Plus 3 years out of school	\$ 26,884.00	\$ 31,283.20	\$ 35,817.60
Plus 4 years out of school	\$ 31,283.20	\$ 35,817.60	\$ 35,817.60
Plus 5 or more years out of school	\$ 35,817.60	\$ 35,817.60	\$ 35,817.60

* In accordance with the Shire of Exmouth Enterprise Agreement 2017, Schedule E & National Training Wage (wage level A).
The training wage pay rate depends on highest year of schooling completed and how long out of school.

Hours of Work:

This position is based on 76 hours a fortnight and entitled to a 19-day month rostered day off (RDO) arrangement.

Annual Leave:

Full-time/part time employees will be entitled to five (5) weeks annual leave.

Part-time employees will receive a pro-rata portion of the annual leave entitlement according to their hours worked. Casual employees are not entitled to paid annual leave.

Superannuation:

The Shire of Exmouth currently contributes additional superannuation on top of the statutory contribution in accordance with the Shire of Exmouth Enterprise Agreement 2017.

Probationary Period:

The appointment is subject to a probationary review in accordance with the Shire of Exmouth Enterprise Agreement 2017.

Code of Conduct:

All staff must carry out their duties in accordance with the Shire of Exmouth Code of Conduct for Elected Members (Councillors) and Staff as varied from time to time.

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Police Clearance Certificate:

The preferred applicant for this position will be asked to obtain a National Police Clearance Certificate through WA Police.

People with criminal records are not automatically excluded from the recruitment process. Each application will be considered on its merits.

Pre-Employment Medical:

This position is subject to a medical clearance to ensure the successful applicant can meet the inherent requirements of the position. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to the examination and costs are paid for by the Shire of Exmouth.

Pre-existing illnesses will not automatically exclude candidates from the recruitment process.

Drug & Alcohol Testing Requirement:

The preferred candidate will be required to undertake a pre-employment drug and alcohol screen prior to an offer of employment. The Shire of Exmouth has an ongoing drug and alcohol testing and program in place.

Equal Opportunity:

The Shire of Exmouth is committed to equal opportunity and promotes a work environment that is free from discrimination and harassment, and where individuals are treated with fairness, respect, equality and dignity.

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Position Description:

POSITION DESCRIPTION - TOURISM TRAINEE



Date: 5 January 2021

1. Position Identification

Title:	Tourism Trainee				
Position Number:		Level:	Trainee	Agreement:	Shire of Exmouth Enterprise Agreement 2017 – Schedule E & National Training Wage
Department:	Commercial and Community				
Section:	Visitor Centre				
Location:	Exmouth, Western Australia				

2. Reporting Relationships

Reports to:	Assistant Manager Ningaloo Centre
Internal relationships:	Visitor Services team Curator Human Resources Corporate Services Development Services Executive Managers CEO
External relationships:	Public Tour and accommodation operators

3. Value Statement

Embrace and promote the values of integrity, accountability, respect and innovation.

- **Integrity**
We act with care and diligence - making decisions that are honest, impartial, timely and based on all relevant information.
- **Accountability**
We use Shire resources in a responsible and accountable manner that ensures the efficient, effective and appropriate use of resources and information.
- **Respect**
We treat people with dignity, fairness and recognise their interests and rights.
- **Innovation**
We strive for continuous improvement, embrace change and challenge the status quo.

Page 1 of 4

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Temporary Full Time (approx. 18 months)



4. Role Purpose

To successfully complete a Certificate 111 in Tourism through the promotion of excellence in customer service to ensure visitors to Exmouth and the Ningaloo Region have a safe and memorable holiday experience through the provision of visitor servicing, visitor attractions, conferencing and administration.

5. Key Objectives

Reporting to the Assistant Manager Ningaloo Centre, the key objectives of the position is to provide support within the Shire of Exmouth and gain a variety of work experience to complete a Certificate 111 in Tourism.

The Tourism Trainee will be primarily based in the Visitor Centre providing an outstanding customer service experience for visitors to Exmouth through the provision information on the local Region, tours and accommodation options.

The Tourism Trainee will also provide support across in the Visitor Attractions and Conferencing and provide administrative support to the Local Government operations.

6. Key Responsibilities

The key responsibilities of the position are as follows:

- provide an outstanding customer service experience for visitors to Exmouth;
- provide information on the local Region, tours and accommodation options;
- facilitate tour and accommodation bookings;
- handle reservations through online systems, collect money and record payments in accordance with procedures;
- assist with relevant administrative duties;
- assist with basic marketing associated with providing an information service to visitors;
- perform daily open/close procedures for the Visitor Centre;
- actively promote Exmouth and the Ningaloo Region including food and beverage options, local businesses and other tourist attractions;
- engaging closely with accommodation and tour operators as required;
- provide support in visitor attractions and conferencing;
- support Local Government operations through the provision of customer service and administration;
- maintaining a clean and well-presented Visitor Centre space;
- complete all formal on-the job and traineeship modules associated with Certificate 111 in Tourism; and
- any other duties consistent with the level of this position.

7. Behavioural Capabilities

Works to agreed priorities, outcomes and resources and is responsive to changes in requirements.

Shares information with own team, seeks input from others, contributes to team discussions and ensures others are kept informed.

Takes responsibility for completion of work and seeks guidance when required, takes initiative to progress work when required

Seeks self-developmental opportunities, willing to learn new approaches, acquire new capabilities and knowledge.

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8. Risk Management and Workplace Health and Safety

Participate, contribute and demonstrate personal commitment to safe practice that is compliant with Duty of Care requirements under the OH&S Act 1984 and relevant regulations and guidance notes. These include but are not limited to the following:

- Working with care to ensure their own safety and health and that of others are not negatively impacted;
- Consulting and cooperating with the managers and supervisors on relevant health and safety matters;
- Participating in the development of safe work procedures and follow them;
- Participating in training as made available by the Shire;
- Using equipment properly as prescribed and report any faults/damage;
- Using personal protective equipment as directed;
- Identify potential hazards and take appropriate action in accordance with policies and procedures;
- Reporting hazard and incidents to their Supervisor/Manager; and
- Participating in your return to work plans with applicable.

9. Other Requirements

Understands the responsibilities of Equal Opportunity and Discrimination legislation in the workplace, supports diversity and a culturally sensitive workforce.

Adheres to the Code of Conduct and other workplace policies and procedures and behaves in an honest, professional and ethical way.

10. Qualifications and Work Experience

Essential

- Commitment to complete Certificate 111 in Tourism.
- A can-do attitude and interest in the tourism industry.
- Knowledge of Exmouth and the Ningaloo Region.
- Ability to demonstrate and support the values of the Shire of Exmouth.
- Some experience utilising Microsoft Office and administration systems (telephones and printers).

Desirable

- Work experience in a customer service related role.

Mandatory Requirements

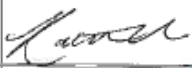

- Valid permanent Australian work rights.

Tourism Trainee

Temporary Full Time (approx. 18 months)



11. Authorisation Process

Authorisation Process			
Title:	Print Name:	Signature:	Date:
Manager HR& Governance	Kathleen Fish		5 January 2021
Executive Manager Commercial & Community	Matthew Bird		5 January 2021
Employee			

Note: The requirements and responsibilities in this position description are a general guide only and are not all inclusive. The Position Description may be reviewed at any time based on operational requirements.

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Temporary Full Time (approx. 18 months)



Application Form:

Email or print this form (all three (3) pages) when complete to submit with your Resume and Covering letter. (Applications not received in full may not be accepted.)

Your Name:	
Position Title:	Tourism Trainee
Vacancy Number:	PE.RE.93
Your daytime contact number:	
Your current residential address:	
Tick option on how would you like to be informed and give details:	<input type="checkbox"/> Email - <input type="checkbox"/> Post -

REFEREES

You are required to provide the names and contact details of a minimum of 2 referees who can provide feedback about your work performance. **Referees preferably should be your current or most recent supervisor.** It is a requirement that information provided by an applicant can be verified by referees before an appointment is made.

Referee Number 1

Name:	
Organisation:	
Position:	
Contact Number:	

Referee Number 2

Name:	
Organisation:	
Position:	
Contact Number:	

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LICENCE

Please list your current licences to successfully carry out this position.

Licence Type	Licence Number	Expiry Date

CURRENT EMPLOYMENT

Are you a Local Government employee?

Yes - (complete [Section A](#))

No - (complete [Section B](#))

Section A

Position Title:

Employment Status:

Permanent Contract

Date Appointed:

Section B

Current Employment (Position):

Current Employer:

Date Commenced:

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HEALTH

To the best of your knowledge and belief do you have a medical condition, disability or injury which may preclude you from undertaking duties of the position you are applying for?

Yes No

Applicants who have a health condition, disability or injury are invited to discuss its relevance or otherwise with the Shire. It is NOT a barrier to consideration of an application for employment. However, if it is likely to affect your work performance or could recur or be aggravated by the type of work for which you are applying you must disclose this information.

Shire of Exmouth EMPLOYMENT DECLARATION

Please circle or underline your response to the following:

- | | | |
|--|-----|----|
| 1. Are you an Australian citizen?
If yes skip to Q4 & provide proof of citizenship | Yes | No |
| 2. If not an Australian citizen, have you been granted permanent residency? | Yes | No |
| 3. Are you legally permitted to work in Australia?
(Please provide a copy of your working visa) | Yes | No |
| 4. Have you previously been employed by the Shire of Exmouth? | Yes | No |
| 5. How did you hear of this vacancy?
<input type="checkbox"/> Shire Website <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Noticeboard <input type="checkbox"/> Other _____ | | |

Please tick to indicate your acknowledgement:

- I understand employment with the Shire is subject to the satisfactory completion of a probationary period or extended period should this arise.
- I have read, understood and responded to the above information. To the best of my knowledge and belief, it is true and accurate in every detail.
- I understand the Shire reserves the right to verify all information contained in this application. Any false information may be sufficient cause for my rejection of application or dismissal if employed.
- I understand that should I be successful, my employment is subject to a medical examination by a doctor nominated by the Shire, a drug & alcohol clearance and a police clearance. I authorise disclosure of the results of these documents to the Shire.
- I consent to any reference checks which may be necessary to support this application.

SIGNATURE of Applicant

Date