

POSITION DESCRIPTION

Title	Part-Time Project Officer	Location	South Brisbane
Reports to	General Manager Business Strategy	Expenditure level	n/a
Prepared by	Catherine Kristensen	Date	May 2019

PRIMARY OBJECTIVES

- To endorse the benefits and encourage participation of various accreditation and certification programs available to tourism operators.
- To assist in the integration of the Quality Tourism Framework in Queensland, which includes managing Quality Tourism Accreditation (formally known as ATAP) and Star Ratings membership database

PRIMARY DUTIES & RESPONSIBILITIES

- Liaise with internal and external stakeholders including accredited members, ATIC and other states to ensure consistency of the program
- Conduct annual renewal campaigns including invoicing
- Create quarterly newsletters and marketing support for the QTF
- Provide administrative support, including:
 - Reports and certificates for accredited members
 - Manage database (CRM) and QTF portal to ensure current contact information and assessment details
- Work flexibly and cooperatively with QTIC staff and a wide range of partners to ensure that information is developed and delivered in an appropriate and timely manner.
- Develop and implement accreditation database acquisition and retention strategies
- Develop and maintain a proactive and responsive relationship with QTIC and accreditation members
- Identify member needs and assist them with information, resources and other support
- Identify “at risk” members and offer timely and useful support

JOB SPECIFIC CAPABILITIES

- Demonstrated experience in administrative and project support roles.
- Well-developed written and oral communication skills.
- Business writing skills including compilation of reports and presentations.
- Ability to create and conduct workshops
- High level competency with Microsoft Office suite software.
- Well-developed organisational and time management skills.
- Demonstrated ability to multi-task, prioritise and handle competing deadlines.
- Demonstrated ability to work individually and as part of a team.
- Demonstrated success in providing excellent customer service.
- Excellent professional judgment and the ability to maintain confidentiality.
- Demonstrated sound working knowledge of the tourism industry.
- Limited travel may be required.
- Management of large databases
- Well developed time management skills and ability to meet deadlines

- Tertiary degree in a tourism and/or business discipline (e.g. business, economics, sociology, statistics).
- Demonstrated skills and knowledge of accreditation related issues for the tourism industry and the business considerations of implementing accreditation.

KEY RELATIONSHIPS

Internal

- QTIC team,
- QTIC members

External

- Industry and other stakeholders as required
- Australian Tourism Industry Council and state industry councils
- National, regional and local tourism organisations
- State and federal government agencies and stakeholders
- Sectoral Associations

SKILLS, KNOWLEDGE AND PERFORMANCE AREAS:

Business Ability

- Demonstrates accuracy in all work.
- Provides reliable and consistent quality of work.
- Demonstrates sound ability to prioritise and manage workload.
- Being committed to continuous improvement.
- Work collaboratively with an external team of assessors to manage and coordinate site assessments and desk top audits

Self Leadership/Management:

- Understands the vision, goals and directions of QTIC & establishes goals in line with corporate objectives.
- Demonstrates capacity to work with independence, flexibly and initiative however accepts guidance.
- Seeks and takes opportunities to develop personal and professional skills, knowledge and attributes to achieve performance expectations.
- Adheres to all company policies and procedures.

Team Orientation

- Works cooperatively, consultatively, proactively and professionally.
- Understands team roles, responsibilities and expectations.
- Identifies and works towards team goals.
- Demonstrates a commitment to QTIC values.

Relationship & Service

- Committed to assisting and servicing others including the effective transfer of information to other team members.
- Deals with internal and external information requests efficiently.
- Demonstrates tact and discretion in all dealings.
- Able to complete projects successfully and on time.