



Mansfield Shire

Position Description

Tourism and Economic
Development
Traineeship

High Country, Lakes and Rivers



Tourism and Economic Development Traineeship

Vision - Together we work with our community to make Mansfield Shire an even better place.

Mission - As one team, we plan, engage, communicate and deliver for our community

Position Number	Classification	Date
137.1	Band 2 (depending on age)	July 2026
Unit	Enquiries	Status (FTE)
Investment and Planning	Senior Coordinator Economic Development	Fixed Term Part Time

Position Overview

The Tourism and Economic Development Trainee is responsible for supporting the Tourism and Economic Development team with administration and customer service support across the department

Key Accountabilities

- ▶ Undertake a structured traineeship program with on the job learning and formal study.
- ▶ Support the Visitor Information Centre with day to day tasks.
- ▶ Provide general support with tourism marketing activities and campaigns.
- ▶ Provide basic graphic design support for Mansfield Shire tourism marketing collateral
- ▶ Support tourism social media content creation
- ▶ Support the department with procedures to ensure the team operates effectively in delivery of visitor servicing.
- ▶ Actively participate in team meetings.
- ▶ Support and learn from the VIC team in accurate advice and quality visitor information in a professional and courteous manner, promoting a positive image of Council and Mansfield Shire at all times.
- ▶ To assist with retail sales and visitor servicing at Mansfield Visitor Information Centre
- ▶ To provide courteous, prompt and accurate information services at the Visitor Information Centre.
- ▶ To operate a point of sale system, cash handling, maintain appropriate stock levels and general housekeeping.
- ▶ Work with senior staff assisting to provide timely and accurate administrative activities.

Organisational Relationship

Reports to

- ▶ Senior Coordinator Economic Development

Supervises / Manages

- ▶ Nil

Internal Liaisons

- ▶ All other staff

External Liaisons

- ▶ General Public
- ▶ Other Tourism related departments and organisations
- ▶ Business operators

Specialist Knowledge and Skills

Knowledge of:

- ▶ Microsoft Office Suite 365
- ▶ Social Media (preferred but not essential)
- ▶ Canva (preferred but not essential)

Skills and Competencies

- ▶ The ability to work independently at times when required
- ▶ Ability to work as a team and promote a positive workplace culture
- ▶ Good Administrative Skills
- ▶ Good understanding of basic computer programs
- ▶ Understanding of the importance of good record keeping
- ▶ Interest in Tourism and Business operations
- ▶ Genuine interest in high level customer service

Our Values

Leadership &
Advocacy

Engagement
&
Collaboration

Integrity &
Respect

Improvement
&
Innovation

Qualifications and Experience

Experience

- ▶ Customer Service Experience (preferred but not essential)

Qualifications

- ▶ Completed Year 12

Key Selection Criteria

- ▶ Undertake a structured traineeship program with on the job learning and formal study
 - ▶ Passionate about telling the Mansfield Shire story to guests of our region.
 - ▶ Strong communication and interpersonal skills.
 - ▶ Good organisational and time management skills
 - ▶ Effective administration and organisational skills
 - ▶ Ability to take direction and work under instruction
 - ▶ Genuine interest in customer service or tourism
 - ▶ Basic computer literacy
 - ▶ Willingness to learn and work as part of a team during a traineeship
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Position Descriptors – Band 2 (Depending on Age)

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services, and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all other employees across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children.

Interpersonal Skills

- ▶ The role requires skills in oral and written communication.
- ▶ Ability to discuss and resolve minor problems.
- ▶ Able to co-operate with other staff to work effectively as a team.
- ▶ Enthusiasm and flexibility

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community Health & Wellbeing.
- ▶ People, Communication & Governance.
- ▶ Capital Works & Operations.
- ▶ Investment & Planning Services.
- ▶ Business & Finance.
- ▶ Development & Customer Service.

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

Extent of Authority

- ▶ This role can work in either a team environment or individually under supervision.
- ▶ The nature of the work will be clearly defined with established procedures.
- ▶ Some originality in approach will be required with solutions based on previous procedures and practices.
- ▶ This role is responsible for assuring the quality of the work performed.

Judgement and Decision Making

- ▶ The nature of work for this role is clearly defined and related procedures are well understood and clearly documented.
- ▶ The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes and guidance and advice always available.

Management Skills

- ▶ Basic skills in managing time, setting priorities, and planning and organising one's own work so as to achieve objectives in the most efficient way.
- ▶ The position may assist other employees by providing guidance, advice or training on routine technical or administrative matters.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**
Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**
Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**
Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**
Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at <https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants> for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Mike Smith, Acting Senior Coordinator Economic Development (03) 5775 8555

More detailed information on how to apply is available at
<https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants>
including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

31/7/2026

Employee's
Name

Date: / /



Mansfield Shire