

Position Description

Trainee Tourism

Directorate	Corporate & Community
Business Unit	Destination
Location	Yass Valley Information Centre
Award Band	Operational Band 1, Level 1
Position Number	261026
Salary Grade	Trainee
Date position description approved	December 2025

Council Overview

Yass Valley Council is a local government organisation employing over 150 staff and with an annual budget of \$50 million. Yass Valley Council (YVC) is managed by the Chief Executive Officer and three Directors. This management team ensures the continued delivery of excellent services and optimum infrastructure to residents and visitors. The three Directorates of YVC are Corporate and Community, Planning and Environment, and Infrastructure and Assets.

The Corporate & Community Directorate comprises of Community & Engagement, Information & Communication Technology, People & Safety, Governance & Risk, and Finance. The role of Trainee Tourism is located within the Destination business unit.

Council Vision

To build and maintain sustainable communities while retaining the region's natural beauty.

Council Values



Primary Purpose of the Position

This position will gain knowledge and develop skills relating to the processes and responsibilities associated with the tourism industry including marketing, customer service and the economic benefit to the business community in conjunction with an appropriate study program.

Key Accountabilities

- Undertake studies associated with the completion of a traineeship within the required course timeframes.
- Learn and assist in the delivery of tourism, business engagement and development activities under the key areas of; destination information services, destination marketing, business development and engagement, product development and operations.
- Assist with customer service where required, including point of sale, cash handling and providing customer service to all members of the public visiting the Yass Valley Information Centre. Assist with content creation for print collateral, website and social media platforms.
- Assist in the organisation and delivery of events and functions if required.

The Manager may direct the Officer to carry out other duties within the limits of the employee's skill, competence and training.

Organisational Accountabilities

Code of Conduct: Comply with the minimum standards of conduct expected of employees as set out in Council's Code of Conduct.

Customer Service: Present a positive image of Council and provide an effective service to Council customers, the community and internal customers.

Equal Employment Opportunity: Promote a workplace free from discrimination and harassment by treating all colleagues and customers with respect and professionalism without regard to background or irrelevant personal characteristics.

Policies and Procedures: Comply with all Council's policies, procedures and guidelines.

Workplace Health and Safety: Take reasonable care for the health and safety of self and others. Comply with any reasonable instructions, policies and procedures given by Council.

Key Challenges

- Successful completion of studies associated with the traineeship.
- Undertake and complete tasks within set deadlines.
- Gain an understanding of the tourism industry within the local government environment.
- Gain experience in marketing and communications involved in regional destination marketing.

Key Internal Relationships

Who	Why
Senior Destination Marketing Officer	Receive direction and support, provide advice and exchange information
All other staff	To foster team work and cooperation

Key Dimensions

Decision making

The role is expected to operate under direction to carry out duties assigned by the supervisor compatible with employee's skills, competency and training.

Reports to

Senior Destination Officer

Budget (operating and capital expenditure)

Nil

Essential Requirements

- Ability to undertake and satisfactorily complete relevant course of study.
- Ability to carry out a variety of administrative duties in a customer service environment.
- Current NSW Responsible Service of Alcohol Certificate (or ability to obtain).

Desirable Requirements

- General knowledge of attractions and geography of the Yass Valley, The Southern Tablelands and the broader Canberra Region.

Approval History

Stage	Date	Comment	MagiQ Reference
Creation	29 June 2020	New position	357232
Updated	November 2025	Organisation Change	

Ownership and Approval

Responsibility	Role
Owner	Director Corporate & Community
Approver	Director Corporate & Community