



Position Description	
Position Title:	Tour Guide
Reports To:	Onsite: Talaroo Manager Employer: Ewamian Limited
Award & Classification:	As per letter of Engagement
Location:	Van Lee Rd, between Mount Surprise & Georgetown off the Gulf Development Rd
Roster:	A rotating roster with allocated days onsite (accommodation provided), and break periods offsite. The roster may change according to tourism seasonality, extraordinary groups or other circumstances.
Transport:	Transport is provided by Ewamian Limited however Guides may arrange their own transport to and from Talaroo.
Other:	Identified role <i>To perform this role it is essential that the person is an Aboriginal or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991.</i>

About Talaroo Hot Springs

Talaroo Hot Springs is a tourism facility based at Talaroo Indigenous Protected Area/Nature on Ewamian traditional lands. Talaroo Hot Springs is operated by the Ewamian Limited and managed onsite by the Talaroo Manager. It provides an opportunity for visitors to experience Ewamian history and culture, learn about the geological and scientific values of the Hot Springs and the European and pastoral histories of the area.

Position Purpose

The **Tour Guide** is responsible for guiding Talaroo Tours and providing an exceptional cultural experience for all guests. The Tour Guide will support the growth of Talaroo as a tourism experience and it's vision to become a hub of cultural wellness for the community and visitors to country.

To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.



Duties & Responsibilities	Success Indicators
<p>Guiding Tasks</p> <ul style="list-style-type: none"> • Provide a high-quality tour and yarning circle experience • Provide commentary and deliver in-depth knowledge on a wide-variety of topics in your local region • Assist with guest photography and social media posts • Regularly build on your skills and knowledge, researching and developing information • Maintain strong working relationships with fellow guides, other Talaroo staff and Ewamian Limited staff • Follow tour plans • Complete and check any paperwork associated with the tour or other activities in a timely fashion • Communicate with the Talaroo Managers any issues or accidents • Participate in training as requested by Ewamian Limited • Be familiar with and adhere to all policies, procedures and reasonable directions of the Talaroo Manager • Work safely and maintain a safe and healthy work environment • Participate in the identification of Workplace Health and Safety needs • Any other reasonable duties as requested by the Talaroo Manager 	<p><i>Communicates the importance of respecting Cultural sites and protocols</i></p> <p><i>Customer service is of an excellent standard</i></p> <p><i>Feedback from passengers & suppliers is consistent and positive</i></p> <p><i>Duty of care over our customers is maintained</i></p> <p><i>Commentary is presented confidently and knowledge and information is accurate</i></p> <p><i>Paperwork is complete and accurate and submitted on time</i></p> <p><i>All incidents and hazards are reported in line with policy and procedure</i></p>
<p>Non-Guiding Tasks</p> <ul style="list-style-type: none"> • Serve retail and food to guests in the café / reception • Answer telephone calls at the café / reception when required and answer enquiries or take messages effectively • Maintenance and cleaning tasks around Talaroo • Social media content gathering 	<p><i>Tour Guides successfully complete all assigned duties accurately and efficiently</i></p>
<p>Workplace Health & Safety</p> <ul style="list-style-type: none"> • Always maintain and encourage the highest safety standards • Comply with all WHS standards, policies, and procedures • Report all accidents and/ or incidents to management immediately • Conduct periodic checks to remove hazards from work areas • Rectify identified hazards where possible and report to management ASAP 	<p><i>Consistently adheres to WHS policies and procedures</i></p> <p><i>Hazards are actively managed and reported</i></p> <p><i>Zero preventable WHS incidents</i></p>



General Duties

- Always represent Talaroo Hot Springs and Ewamian Limited in a positive and professional manner
- Maintain a friendly and approachable attitude towards visitors, customers, stakeholders and employees and a clean and professional appearance
- Have an interest in initiatives to improve the overall success of the business and support the growth of Talaroo as a tourism experience.
- Respect all equipment and property and use with care to avoid unnecessary damage
- Attend meetings, internal and external training to further develop and maintain skills, as required
- Develop and maintain good working relationships with colleagues, visitors, stakeholders
- Keep work areas tidy and clean
- All other duties as assigned
- Undertake the responsibilities of the position adhering to:
 - Equal opportunity and anti-discrimination legislation and requirements
 - Workplace Health and Safety (WHS) legislation and requirements
 - Legal requirements
 - OMAC policies and procedures

Key Behaviours, Skills and Qualifications:

Personal Attributes:

- Approachable, friendly and respectful, with a strong customer focus
- Responsible and accountable, with the ability to use initiative and work under pressure
- Able to maintain high levels of productivity with a Can-Do attitude
- An open, receptive attitude to new ideas and willingness to learn
- Ability to work within and help maintain a cohesive team
- Professional in manner and appearance at all times
- Support your fellow guides and assist them if needed
- Treat everyone with respect and communicate clearly
- Be engaging & memorable, able to make an impact on passengers in a short amount of time

Physical Requirements:

- Maintenance of a professionally presented uniform
- Lifting above shoulder height/overhead work
- Lifting weights of up to 20kg
- Pushing/pulling
- Bending/stooping
- Turning/twisting/extending/reaching



Qualifications:

- A current First Aid and CPR qualification
- Guide training including pursuing and maintaining Savannah Guides accreditation,
- Office and café systems training as required