Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title**  | Campground Host Ranger |
| Position number | 709636 |
| Division/Business Unit/Branch  | Parks and Wildlife Service / Operations / Southern Region |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 2 |
| Position Status | Fixed Term |
| Full Time Equivalent (FTE)  | Minimum 100 hours per annum |
| Ordinary hours per week | Employed on a roster basis, hours will vary |
| Location | Fortescue Bay |
| Reports to | Senior Business Enterprise Coordinator |

**Position Purpose**

The purpose of the role is to assist the Tasman Field Centre staff with the day-to-day administration, servicing and business operations of the Fortescue Bay campground.

**Major Duties**

* Utilise point of sale and cash handling systems to complete retail sales and the collection of fees and charges on a daily basis, including preparing daily and weekly reconciliations in accordance with agency procedures.
* Undertake the ordering and stock control of brochures, park passes and other saleable items.
* Carry out routine servicing and cleaning of campground toilets, showers, day use areas, information displays, retail displays, visitor reception areas, and all amenities.
* Provide visitor information and advice regarding features, recreational opportunities, safety, minimal impact use and facilities of the park and local reserves, as well as assisting in park compliance by checking for campground and Park Entry Fee passes, issue Notice of Breach where required.
* Handle enquiries and maintain diaries for Parks and Wildlife Services, including accommodation, guided walks and school program bookings, as well as compiling visitor comment and visitor use statistics as required.
* Provide support and assistance in the case of emergencies, including administering First Aid where appropriate. Complete visitor incident and hazard reports as required.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* the satisfactory completion of tasks that are significant for the operational effectiveness of the work unit;
* ensuring work methods and processes meet required standards with some independence to modify or adapt existing approaches for more effective service delivery for client and stakeholder;
* providing routine advice, support and assistance to a work team; and
* ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction in relation to the role are that:

* initially detailed instructions are provided on established techniques, methods, priorities and timeframes. Consistent with increasing experience detailed instructions are limited to unusual requirements which do not have clear guidelines or precedents. Independent decision-making and initiative regarding the planning and completion of tasks and achievement of outcomes is expected to increase with experience; and
* some interpretation, modification or adjustment of accepted practices, methods or standards may be required to achieve specified outcomes.

**Knowledge, Skills and Experience (Selection Criteria)**

1. Knowledge of local parks and reserves managed by the Parks and Wildlife Service (PWS) and the recreational activities and services provided within those parks and reserves.
2. Knowledge and understanding of administrative procedures including stock control, sales, operating office equipment and systems; and associated office and banking procedures.
3. Ability to clean public facilities understanding and applying Workplace Health and Safety principles to a high standard and level of detail.
4. Good communication and interpersonal skills in gaining the cooperation of others and the ability to deal effectively with challenging behaviour. The ability to explain operational procedures, provide information and liaise with clients, stakeholders and members of the public.
5. The ability to make independent decisions and use initiative regarding and in the achievement of outcomes.
6. Well-developed organisational skills, including the ability to set priorities and manage variable workloads for the planning and completion of tasks.

**Position Requirements**

Desirable Qualifications and Requirements

* A current motor vehicle driver’s licence.
* A current First Aid Certificate or equivalent.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

**Working Environment**

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There is a strong emphasis on building leadership capacity throughout NRE Tas.

The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).

**Special Employment Conditions**

* The occupant is required to work weekends and public holidays in accordance with an approved roster.
* The occupant may reside in the staff residence at Fortescue Bay for the term of the shift. The residence will be shared with other PWS staff at times.
* May be required to work overtime, which would include after-hours work and responding to afterhours disturbances.
* The occupant is required to obtain and maintain a First Aid Certificate and perform first aid duties when and if required.