Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Visitor Services Officer |
| Position number | 708228, 709486, 709693 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Operations / Southern Region |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 2 |
| Position Status | Permanent |
| Full Time Equivalent (FTE) | 0.1 FTE |
| Ordinary hours per week | 7.35 hours per fortnight |
| Location | Hastings Cave |
| Reports to | Business Enterprise Manager |

**Position Purpose**

Provide information to the public relating to the natural assets of the Hastings Caves State Reserve (Newdegate Caves, Hastings Visitor Centre and Thermal Pool), and ensure the provision of high-quality services that supports the business enterprise in areas such as site maintenance, security and public safety.

**Major Duties**

* Conduct guided tours and provide information and advice relating to the natural and cultural values of the Hastings Caves State Reserve.
* Assist in undertaking routine cleaning, environmental monitoring such as: radon monitoring, pool plant readings and conducting pool testing; and site maintenance associated with visitor facilities including maintaining accurate written records of works undertaken.
* Assist in the visitor centre operational activities including the efficient and safe preparation and presentation of food.
* Assist in collecting and reconciliation of revenue from entrance fees and sales.
* Undertake pool supervision as required and provide first aid or assistance to visitors across the entire site, as required.
* Ensure public safety in all areas of the Hastings Caves State Reserve including fulfilling elements of the Parks and Wildlife Service (PWS) Emergency Management Response Plans, as directed.
* Perform any other assigned duties at the classification level that are within the employee’s competence and training.

**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 received in relation to the role are:

* 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 and experience (or the ability to acquire) in the provision of guided nature-based tours and tourism, product sales and ordering, cleaning practices, balancing and accounting for monies using conventional practices methods and standards, and the capacity to understand and acquire knowledge in relevant systems and procedures.
2. Ability to work in a busy work environment dealing with customer enquiries and ensure the efficient provision of food and beverages.
3. 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.
4. The ability to make independent decisions and use initiative regarding and in the achievement of outcomes.
5. Well-developed organisational skills, including the ability to set priorities and manage variable workloads for the planning and completion of tasks.

**Position Requirements**

**Essential Requirements**

* Tasmanian “Work with Vulnerable People” Registration as required under the *Registration to* *Work with Vulnerable People Act 2013*, or evidence of current in-process application.
* “HLTAID011 - Provide First Aid” Certificate or equivalent, or the ability to acquire.
* Current “SISCAQU002 - Basic Water Rescue” (previously “Swim Teacher Rescue Award”) and “HLTAID009 – Provide Cardiopulmonary Resuscitation” competencies or the ability to acquire.
* Current motor vehicle driver’s licence.

**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).