Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Visitor Services Officer |
| Position number | 708578 & 341243 |
| Division/Business Unit/Branch | Parks and Wildlife Service (PWS) / 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 | Triabunna-Maria Island Field Centre: Maria Island Gateway and Maria Island National Park |
| Reports to | Business Enterprise Co-ordinator |

**Position Purpose**

The purpose of the role is to assist the Business Experience Co-ordinator with the day-to-day administrative and business operations of the Maria Island Business Enterprise and Maria Island Gateway.

**Major Duties**

* Undertake ordering and stock maintenance of brochures, and sales of park passes, and other saleable items.
* Take ferry bookings and ticketing services on behalf of the ferry operator including passenger check-ins at the Maria Island Gateway including handling telephone enquiries and processing booking changes.
* Provide information and advice either face-to-face or over the phone regarding features, recreational opportunities, safety, minimal impact use and facilities of the park and local reserves including handling telephone enquiries and operating radio equipment.
* Carry out routine servicing and cleaning of information displays, retail displays, visitor reception areas and visitor and management amenities.
* Collect and account for ferry ticket sales, park entry fees, accommodation, retail sales and other fees and charges including donations daily. Operate cash registers and computer-based sales systems. Prepare and check daily and weekly financial returns in accordance with Agency procedures.
* Provide interpretive support including delivering guided walks; maintain diaries for Parks and Wildlife Services, including accommodation, guided walks and school program bookings.
* Provide support and assistance in the case of emergencies, including administering First Aid where appropriate. Complete visitor incident and hazard reports as required.
* Compile visitor comment and visitor use statistics as required including database entry.

**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 and the recreational activities and services provided within those parks and reserves, or the ability to quickly acquire knowledge.
2. Basic knowledge and understanding of administrative procedures including ticketing, ordering and purchasing, receiving stock, carrying out sales, operating office equipment and systems, and associated office and banking procedures.
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 and 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**

**Desirable Qualifications and Requirements**

* A current motor vehicle driver’s licence.
* A current Workplace Level 2 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).

# The Visitor Services Officer is required to:

* Work weekends and public holidays in accordance with an approved roster.
* Obtain and maintain a First Aid Certificate to administer first aid if required.

The position is within the Southern Region, initially working from the Triabunna Gateway and Maria Island. The occupant may also be required to work from other Field Centres, within the Region.