Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Visitor Services Officer |
| Position number | 707540 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Operations / Northern Region |
| Award/Agreement | Tasmanian State Service Award / Parks and Wildlife Agreement 2022 |
| Classification | General Stream, Band 2 |
| Position Status | Permanent |
| Full Time Equivalent (FTE) | Minimum 0.3 FTE |
| Ordinary hours per week | Employed on a roster basis, hours will vary |
| Location | Mole Creek Caves |
| Reports to | Business Enterprise Manager |

**Position Purpose**

Providing information to the public relating to the natural assets of the Mole Creek Karst National Park (Marakoopa and King Solomon’s Caves) and ensuring the provision of high-quality services that support 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 Mole Creek Karst National Park.
* Assist in undertaking routine cleaning, environmental monitoring and site maintenance associated with visitor facilities including maintaining accurate written records of works undertaken.
* Assist in the visitor centre operational activities.
* Assist in collecting and reconciliation of revenue from entrance fees and sales.
* Provide first aid or assistance as requires,
* Ensure public safety in all areas of Mole Creek Karst National Park.
* 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
* 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 cave guiding and tourism attractions, sales and ordering, cleaning practices, balancing, and accounting for monies using conventional practices methods and standards and the capacity to understand 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. 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

* Registration to “work with vulnerable people” as required under the *Registration to Work with Vulnerable People Act 2013.*
* Provide First Aid Certificate.

**Desirable Qualifications and Requirements**

* 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).