Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Visitor Reception Officer |
| Position number | 707554 & 707672 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Operations / Southern Region |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 1 |
| Position Status | Fixed Term |
| Full Time Equivalent (FTE) | 0.1 FTE |
| Ordinary hours per week | 7.35 hours per fortnight |
| Location | Mt Field National Park |
| Reports to | Business Enterprise Coordinator |

**Position Purpose**

The purpose of the role is to collect and account for entry fees from visitors to national parks, check park passes, and provide advice and information to visitors regarding recreational activities, safety, Leave No Trace principle use, features and facilities of national parks.

**Major Duties**

* Selling of park entry passes, mountain hut accommodation, and business enterprise products, and accounting for public monies taken.
* Provide advice and information to visitors regarding recreational activities, safety, minimal impact park use, features and facilities of national parks, or direct the more complicated inquiries to other staff.
* Conduct guided walks and other interpretive activities as required.
* Compile visitor statistics as required.
* Assist in maintaining stocks of brochures, saleable items, park passes, stationery etc.
* Provide keyboard and clerical support as required.
* Operate VHF radio equipment.
* Assist with the maintenance of public and management facilities and some items of plant, maintenance and equipment as required.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* the satisfactory completion of tasks consistent with learning and developing skills and applying them correctly in the operational context;
* the appropriate use of tools, equipment and resources;
* establishing co-operative relationships with team members, clients and members of the public; 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 that:

* guidance is available from departmental policies, management plans and the PWS Strategic Plan. The supervisor will establish priorities for the works program. Duties performed are based on established procedures, guidelines and instructions written or verbal;
* clear and detailed instructions on techniques, methods, priorities and timeframes are provided and work is performed under close supervision. Work is routinely reviewed and checked for task completion; and
* initially choices are limited to following clear and specific instructions according to existing standards. As familiarity develops increasing judgement is expected in selecting the most appropriate means of completing the task while deviations, problems or unfamiliar situation not covered by instructions would be referred to a manager/supervisor.

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

1. Good communication skills, including the capacity to provide information on the recreational uses of national parks and the threats posed by visitors to national parks.
2. The ability to effectively deal with high visitation numbers and varying demands from park visitors.
3. Basic understanding of office procedures including skill in the operation of word processing or personal computers and handling public money.
4. Ability to prepare and provide interpretive activities/tours to park visitors, or capacity to develop these skills
5. Demonstrated capacity to work independently and to exercise initiative.
6. Skills in the operation of VHF radio equipment or the ability to quickly acquire such ability.
7. Understanding and sound knowledge of hygiene issues and safety practices associated with the cleaning of sanitary facilities.

**Position Requirements**

**Desirable Qualifications and Requirements**

* A current motor vehicle driver’s licence.
* A current Workplace Level 2 First Aid Certificate.

**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 position is within the Southern Region, initially located at Mt Field Field Centre. The occupant maybe required to work at other Field Centres within the Region.