

Role Description

Non-Manager



Role Title: Customer Services Officer

Division: National Parks and Wildlife Service

Classification Level: GSE2

Branch/Unit: Regional Operations – Adelaide Mount Lofty Ranges

CHRIS Position Number: Multiple

Reports to (Title): Senior Ranger

Our Organisation

The Department for Environment and Water (DEW) is committed to providing a highly supportive work environment that values the participation and contribution of every employee in shaping the future of the department. DEW is a high performing organisation that encourages excellence, improvement and growth at both an organisational and individual level. DEW has a flexible approach to doing business and is committed to ensuring our people have flexibility around the number of hours worked, scheduling of hours and location of work. Everything we do is underpinned by our core values and consequently we value and respect our people, we encourage active participation and leadership, we continuously seek to be better and we achieve results.

Purpose

The National Parks and Wildlife Service is a division of DEW that conserves nature, parks and places that enrich our identity and benefit our community. With over 358 reserves covering approximately 22% of South Australia, the work of the Division supports broad goals associated with conservation and scientific endeavour, nature-based tourism and visitor services, community health and wellbeing, and reconciliation.

The Division's business is delivered through seven regions, where park staff work with the community and key partners to manage the protected area estate and Crown land, which includes diverse terrestrial, marine and riverine environments. Regions maintain a focus on the delivery of park management programs, which span the fields of conservation and wildlife management, fire management, visitor services, planning, project and asset management, and the co-management of reserves with Aboriginal community partners. The central branches of the Division provide strategic leadership and program direction to support regional business delivery, the day to day management of the public land estate and commercial interests and operations.

Specifically, the work of the National Parks and Wildlife Service includes:

- designing and implementing on-ground conservation and threat abatement measures that deliver on the State's national and international obligations;
 - managing wildlife based on sound ecological, environmental, social and economic factors;
 - showcasing key attractions and providing exceptional visitor experiences and services at commercial sites and parks;
 - delivering DEW's fire management program;
 - managing visitor infrastructure, services, public access to and the commercial use of national park, reserves and Crown land;
 - leading DEW's engagement with Aboriginal communities, including co-management of parks and reserves, and supporting DEW's reconciliation agenda;
 - leading DEW's compliance and enforcement responsibilities;
 - providing policy leadership and legislative expertise in conservation, Aboriginal engagement, protected areas and wildlife management; and
 - engagement and participation of E-NGOs and volunteer groups.
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About the Branch/Business Unit

The Regional Operations Branch provides leadership and guidance to support the effective management of national parks and reserves across the state. The branch plays a critical role in coordinating the delivery of services and programs across a broad range of key functions and activities, inclusive of conservation and wildlife programs, national parks and crown lands programs and fire management. Through the Director, the branch will lead in establishing and maintaining partnerships with key regional partners and stakeholders and that the community understands and is actively engaged in the business of the National Parks and Wildlife Service.

About the Role

The Customer Services Officer delivers quality visitor experiences at key sites, through the provision of visitor information, site interpretation and the management of park bookings and products. The role is also responsible for the maintenance and minor repair of visitor facilities in the recreational areas of the park. The incumbent will need to be motivated and enthusiastic with outstanding customer service skills to deliver information in a confident and friendly manner to visitors in relation to National Parks. Working in a team, the Customer Service Officer is required to possess excellent organisational skills and deliver a high level of customer service.

Key Role Outcomes

- Internal and external customers are provided with professional, respectful, high quality front counter and telephone customer support service.
 - The collection of admission fees, hire and parks pass fees from visitors and the point of sale system is effectively facilitated in accordance with Departmental Policy and Procedure.
 - Visitor facility information, including the use of a computerised booking service for recreational facilities in National Parks is delivered in an efficient and effective way.
 - Effective cooperation with colleagues and senior staff, supporting them in delivering timely, reliable operations.
 - A high standard of cleanliness and presentation of visitor facilities are maintained.
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Key Relationships

- Internal and External Stakeholders
 - National Parks and Wildlife staff
 - Commercial operators, lessees, volunteers, schools, contractors and other stakeholders
 - Officers from various DEW working units.
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Special Conditions

- Will be required to participate in fire management and associated duties.
- The incumbent may work on a casual basis including school holidays, public holidays and weekends, for which a penalty will apply.
- The incumbent is required to wear a Departmental uniform and protective clothing in accordance with Departmental policy.
- A current class "C" driver's licence and willingness and ability to safely operate a 4wd is essential.
- The role has been designated as a Position of Trust pursuant to the standards required in the Australian Government Protective Security Policy Framework. By applying for this role you consent to being screened under the process of obtaining a National Police Clearance (NPC), and to the Department requiring you to obtain a National Police Clearance (NPC).

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Change	<ul style="list-style-type: none">• Thinking and Acting Strategically	<ul style="list-style-type: none">• Knows the reasoning behind key policies, practices and procedures.
Achieves Results	<ul style="list-style-type: none">• Delivering effective outcomes	<ul style="list-style-type: none">• Works with Team Leader & Senior Rangers to solve problems and overcome challenges.• Is clear about the priorities for the role and completes tasks within agreed timeframes and standards.
Drives Business Excellence	<ul style="list-style-type: none">• Promoting Customer Service	<ul style="list-style-type: none">• Considers constructive feedback from customers and learns from complaints.• Works effectively at the front line with a diverse customer base.

Forges Relationships and Engages Others	<ul style="list-style-type: none"> Communicating and Managing Conflict 	<ul style="list-style-type: none"> Maintains composure and a friendly demeanour in dealing with others. Readily responds to requests for information and follows through on undertakings.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> Demonstrating Commitment to Learning and Development 	<ul style="list-style-type: none"> Demonstrates a basic knowledge relevant to their role. Learns from past experiences.

Technical, Professional/Knowledge and Experience (including qualifications)

- The role is required to contribute to maintenance of the park and its visitor facilities.
- Ability to convey services and purpose of work area to internal and external customers in a clear and respectful manner
- Experience and proven ability to complete accurate accounting of cash and other revenue.
- Experience in customer service, particularly information provision.
- Experience in administration including the use of Microsoft Office, point of sale systems and web based applications.
- Proven ability to communicate effectively with the general public and staff and is customer service focused with effective conflict resolution skills.
- Ability to demonstrate a high level of personal and organisational skills with the ability to use initiative and apply sound judgement.
- Ability to work both unsupervised and in a team environment.
- Ability to work with minimal supervision and follow procedures.

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and other's safety
- Actively participates in consultation about work, health and safety issues
- Identifies and reports hazards and identifies risk controls where appropriate
- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the Code of Ethics for the South Australian Public Sector.
- Maintain a commitment to EEO, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the Public Sector Act 2009.
- Actively participate in the Department's Performance Development and Review Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.

DEW Branch:	Regional Operations	Date classified:	19/06/2017
DEW Division:	National Parks and Wildlife Service	Classified:	Yes – updated March 2023