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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning Industry and Environment |
| **Division/Branch/Unit** | Environment, Energy & Science / National Parks and Wildlife Service / Park Operations Division  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **ANZSCO Code** | 451611 |
| **Role Number** | Generic |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2017 (updated 15 February 2021) |
| **Agency Website** | www.dpie.nsw.gov.au |

# Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment, Energy and Science (EES) Group within DPIE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, waste management and resource recovery, and environmental and mine safety regulation. The work of the Group is supported by centres of excellence in science; policy and strategy; and data analytics and insights.

# National Park & Wildlife Service overview

National Park & Wildlife Service (NPWS) manages more than 870 national parks and reserves, covering over 7 million hectares or 9% of the landmass of NSW. We conserve and celebrate our biodiversity and cultural heritage and provide wonderful natural visitor experiences for the whole community to enjoy. We carry out plant and animal conservation, sustainable tourism and visitation, research, education, volunteering programs, and fire and asset management. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

# Primary purpose of the role

Provides professional and focused customer services through the provision of visitor information, site reception services, processing bookings, collection and reconciliation of entry fees and retail/merchandise sales.

# Key accountabilities

* Provide assistance to clients and visitors, including attending to enquiries in person, over the counter, email and via phone, to capitalise on opportunities that enhance visitor experience and knowledge of NPWS products, services and as required regional tourism opportunities.
* Assisting customers regarding the purchase of product, processing stock, monitoring stock levels and other tasks associated with a retail operation.
* Promote and accept bookings for tours, events and venues, ensuring that the service provided is efficient including notifying Program Coordinators, Rangers and Senior Guides of new group tours, tour cancellations/variations/special needs, group numbers to ensure guide availability and rostering needs are efficiently met.
* Operate computer based systems, including online/offline reservations, POS retail, PUF, Electronic Ticketing and, other communications such as radio base station, telephone switchboard, and communication directories, to ensure effective communication across the venue or site.
* Provide timely and efficient administrative support to the manager/supervisor as directed, including the provision of accurate visitor data records; sales and financial tracking and analysis for reports; responses to visitor services enquiries; data collection and analysis; administrative and operational support and general records management to inform decision making.
* Receipting, cash handling and reconciliation of daily takings for all saleable products including tours in accordance with the *Public Finance and Audit Act 1983* and the Office of Environment and Heritage policies and procedures.
* Undertake related duties, including leading visitor centre tours, security of reception areas and the visitor centres, ordering of publication and brochure requirements for the unit, receipt and dispatch of mail and deliveries, in accordance with Environment, Energy & Science policies and procedures.
* Make suggestions, recommendations and assist to develop, provide, implement, monitor and maintain a range of information, interpretation, publication and brochure requirements that meet the needs of the business matched to market and customer visitor experience requirements.

# Key challenges

* Satisfying visitor needs and dealing with customer issues and complaints that may arise on a day-to-day basis given that there may be limited supervision in the role and a high volume of enquiries and visitors.
* Ensuring information, interpretative displays, key messaging or advice to the public is provided or given to visitors is factual, accurate, timely and relevant to match visitor queries which are wide, varied and in-line with the requirements of Environment, Energy & Science and the related business or customer service operation
* Ability to act under pressure in regards to dealing with emergency or incident situations, given that this position is often the first point of contact.

**Key relationships**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Receive guidance and support, provide advice and exchange information.
* Liaise with staff at the Zone, Unit, Area and Regional level communicating on a daily basis particularly with the Visitor Centre Supervisor.
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| Work team/other staff | * Work collaboratively within a high performance team to contribute to achieving business outcomes.
* Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
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| **External** |  |
| Customer/clients | * Communicate with local business, customers, visitors and other tourist information outlets to ensure information is up-to-date regarding NPWS visitor experience, products, services, venues, events, attractions and facilities.
* Address queries and/or redirect to relevant party for review and resolution.
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| Stakeholders | * Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.
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# Role dimensions

## Decision making

The role operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

## The role reports to an allocated Supervisor.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

# Key knowledge and experience

* Experience in a retail environment including dealing with customer enquiries in a reception or frontline service area, cash handling procedures and using digital booking software.

# Essential requirements

* Current Working with Children check.
* Ability to work outside of normal working hours and on weekends and public holidays if required.
* A current Australian drivers licence and first aid certificate or willingness to obtain one.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
|  | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Be willing to develop and apply new skillsShow commitment to completing assigned work activitiesLook for opportunities to learn and developReflect on feedback from colleagues and stakeholders | Foundational |
|  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
|  | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Take responsibility for own actionsBe aware of delegations and act within authority levelsBe aware of team goals and their impact on work tasksFollow safe work practices and take reasonable care of own and others’ health and safetyEscalate issues when these are identifiedFollow government and organisational record-keeping requirements | Foundational |
|  | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Display familiarity and confidence when applying technology used in roleComply with records, communication and document control policiesComply with policies on the acceptable use of technology, including cyber security | Foundational |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |