

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Nursery Sales Assistant

Division: National Parks and Public Lands

Classification Level: GSE02

Branch/Unit: Public Land and Business Partnerships, Commercial Services

CHRIS Position Number: VARIOUS

Reports to (Title): Retail Nursery Coordinator

About the Agency – [Department for Environment and Water](#)

About the Role

The Nursery Sales Assistant assists with retail sales of plants and associated nursery products, advising and assisting customers with their selections and inquiries. The Nursery Sales Assistant ensures that the plants, products and services are presented, maintained and delivered to the highest standards. The role also assists in the maintenance and upkeep of the nursery and the display of garden beds.

Key Role Outcomes

- Accurate advice and information is provided to clients and customers on plant selection and maintenance.
- Cash registers are operated in an efficient manner, with accurate handling of monies.
- Telephones are answered in a timely, polite and professional manner.
- Assistance is sought for clients, where required, from senior staff member.
- The nursery is presented in a professional manner by maintaining garden and display beds to high standards.
- Plant orders are assembled to required quality standards with accurate plant labelling.
- Plant stock is maintained to high quality standards to ensure presentation of plants and associated products to maximise the potential for sale.
- The condition of plants are regularly observed and any pest problems are reported to a senior member of staff to ensure remedial action.

Essential Criteria (including qualifications)

- Is able to communicate horticultural knowledge clearly to the public.
- Has a working knowledge of safe working practices relating to horticulture.

Desirable Criteria

- Knowledge of Australian native plants and the nursery industry.
- Customer service experience.

Key Relationships/Interactions

- Belair nursery staff and customers.
- Other DEW staff in State Flora and across the Branch and Division.

- Clients across public and private sector.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- Regular weekend and public holiday work is required.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Knows the reasoning behind key policies, practice and procedures.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Making Decisions 	<ul style="list-style-type: none"> • Is clear about the priorities of the role and completes tasks within agreed timeframes and standards. • Makes decisions in line with relevant directions.
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve goals. • Actively monitors own performance and participates in performance review and development with their line manager.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Influencing and Negotiating 	<ul style="list-style-type: none"> • Listens to the views of stakeholders and tailors advice or recommendations to gain greater engagement and achieve positive outcomes.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Balances competing demands in a calm, calculated manner.

Work Health and Safety

Follow workplace safety procedures

- 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](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).

- Actively participate in the Department’s Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Original Date classified:	11/05/2021	Date reviewed:	02/2024
Class method/ Ref #:	Update	Reviewed by HR:	EO 18/08/2025

APPROVED