

# Role Description

(Non-Manager)



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

**Role Title:** Customer Service Officer

**Division:** National Parks & Public Lands

**Classification Level:** ASO2

**Branch/Unit:** Park Operations & Community Partnerships – Limestone Coast Region

**CHRIS Position Number:** New

**Reports to (Title):** Site Manager, Naracoorte & Tantanoola Caves

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

## About the Role

The Customer Service Officer provides a professional first point of contact for commercial services within the Limestone Coast Region and is located within the Naracoorte Caves National Park. The Customer Service Officer provides efficient commercial business support services which contributes to effective operations and a presentable and functional visitor interface and office environment. This position is also responsible for the administration of an online booking system, the coordination of purchasing supplies, cleaning and maintenance for the Naracoorte Caves accommodation and camping business and assists the Site Manager, Manager, Caves Cafe and Senior Guide in coordinating the team of Site Interpreters and Commercial Services Assistants.

## Key Role Outcomes

- All customers and visitors are provided with efficient and courteous service by ensuring enquiries are effectively answered or appropriately referred.
- The commercial and regional businesses operational support systems, including the on-line booking system, administrative and financial processes are effectively managed as well as ensuring current procedures are effective and efficient.
- Accommodation, camping and tour bookings are effectively administered and customers are satisfied with the quality of service.
- Business systems and procedures are reviewed with identified improvements implemented in a timely manner.
- Effective working relationships and networks are developed and maintained with key stakeholders, including within DEW, Commercial Tour Operators, service providers and visitors.

## Essential Criteria (including qualifications)

- Is able to accurately, clearly and concisely compose documents such as letters, memos and record minutes.
- Uses common sense and past experiences to approach problems and provide options to their manager for resolving the issue.
- Communicates in a clear, confident and friendly manner both verbally and in writing.
- Performs administrative tasks with accuracy, attention to detail and according to defined procedures.

- Is able to convey services and purpose of work area to internal and external customers in a clear and respectful manner.
- Displays the ability to use the Microsoft Office suite of products to effectively perform daily work and to use software related to online booking systems.
- Understands the broad directions of and developments in the tourism industry particularly in relation to accommodation and online marketing.

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## Key Relationships/Interactions

- Senior Guide, Naracoorte & Tantanoola Caves
- Manager, Caves Cafe
- Commercial Services team members including Site Interpreters and Commercial Services Assistants
- Business Support team
- Visitors, accommodation guests, school groups
- Limestone Coast regional staff
- Service providers and contractors

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## Special Conditions

- Will be required to participate in responses to state emergencies or associated duties.
- A current class “C” driver’s licence is essential with a willingness and ability to safely operate a 4wd being highly desirable.
- May be required to undertake intrastate travel and work outside of the normal hours of work.
- A current First Aid Certificate is highly desirable.
- 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 candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- Prior to being employed, the successful candidate will be required to provide a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed every five years. DEW will cover the cost of renewal.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.

Core Competencies	Elements	Behavioural Indicators
<b>Shapes Strategic Thinking and changes</b>	<ul style="list-style-type: none"> <li>• Thinking and Acting Strategically</li> </ul>	<ul style="list-style-type: none"> <li>• Knows the reasoning behind key policies, practices and procedures.</li> </ul>
<b>Achieves Results</b>	<ul style="list-style-type: none"> <li>• Delivering Effective Outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Is clear about the priorities for the role and completes tasks within agreed timeframes and standards.</li> </ul>
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>• Optimising Performance</li> </ul>	<ul style="list-style-type: none"> <li>• Works collaboratively with team members to achieve set goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Facilitating Quality and Continuous Improvement</li> <li>• Promoting Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies opportunities for doing work better and more quickly.</li> <li>• Seeks to understand requirements of diverse customers.</li> </ul>
<b>Forges Relationships and Engages Others</b>	<ul style="list-style-type: none"> <li>• Influencing and Negotiating</li> <li>• Using Political Savvy</li> </ul>	<ul style="list-style-type: none"> <li>• Provides accurate information in a timely way to appropriate groups upon request.</li> <li>• Responds appropriately to issues that are within their sphere of control.</li> </ul>
<b>Exemplifies Personal Drive and Professionalism</b>	<ul style="list-style-type: none"> <li>• Displaying Flexibility and Resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Embraces new learning that may be required to adapt successfully to changes in the job role.</li> </ul>

## 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 and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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