

Role Description

(Non-Manager)



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

Role Title: Interpretive Officer

Division: National Parks and Public Lands

Classification Level: GSE4

Branch/Unit: Park Operations and Community Partnerships – Kangaroo Island

CHRIS Position Number: Various

Reports to (Title): Team Leader Commercial Services West, Team Leader Commercial Services East

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

About the Role

The Interpretive Officer provides the first point of contact to visitors to the site and delivers exceptional customer services, quality interpretive tours, retail sales and accurate visitor information.

Key Role Outcomes

- Deliver quality interpretive tours to all visitors.
- Provide exceptional customer service.
- Provide accurate and relevant visitor information.
- Actively promotes retail sales and regional sites.
- Visitor facilities are maintained at a high standard.
- Adhere to Departmental policies, including site cash handling procedures and WHS.

Essential Criteria (including qualifications)

- Uses common sense and past experiences to approach problems and provide options to their manager for resolving the issue.
- Allocates appropriate amounts of time for successfully completing their workload.
- Demonstrates a good understanding of the principles relating to interpretation and nature based tourism.
- Displays the ability to use Point of Sale equipment and cash handling procedures to perform their daily work effectively.

Desirable Criteria

- A current first aid Certificate.

Key Relationships/Interactions

- Work site staff
- Kangaroo Island Regional Staff
- Park visitors, Commercial Tour Operators and general public.

Special Conditions

- Will be required to participate in responses to state emergencies or associated duties.
- 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.
- A current class “C” driver’s licence and willingness and ability to safely operate a 4wd is essential.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- Required to work a roster including weekends and public holidays.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Motivating Others 	<ul style="list-style-type: none"> • Uses own drive to foster energy and personal sense of achievement.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes 	<ul style="list-style-type: none"> • 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"> • Works effectively at the front line with a diverse customer base including international visitors.
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.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Embraces new learning that may be required to adapt successfully to changes in the job role.

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.

APPROVED

Date Delegate approved original classification:	21/07/20 – Updated June 2023	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	20/01/2026

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