

# Role Description

(Non-Manager)



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

**Role Title:** Commercial Services Assistant

**Division:** National Parks & Public Lands

**Classification Level:** GSE2

**Branch/Unit:** Park Operations and Community Partnerships – Naracoorte Caves National Park.

**CHRIS Position Number:** Various

**Reports to (Title):** Manager, Caves Cafe

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

## About the Role

The Commercial Services Assistant undertakes front-of-house duties in the Caves Café, Naracoorte Caves National Park. Tasks include helping to prepare and deliver food, make coffee, serve beverages, clear tables, wash dishes, clean facilities, re-stock shelves and drink and ice-cream fridges. As well as food and local wines the café sells a range of souvenirs and locally made jewellery and art.

The café operates 364 days a year, being open to customers from 10am to 3pm daily, except in peak times when extended hours operate or as required for a booking.

## Key Role Outcomes

- Staff maintain industry standards in the preparation, cooking and presentation of food and refreshments and provide a high level of friendly customer service in the selling of food, coffee, beverages and souvenirs to visitors to the park.
- The café and the environs are always attractively presented, clean and tidy.
- The café is an integral part of the National Park's operations which include guided tours, retail, camping and accommodation, administrative and maintenance services and National Park and World Heritage management.
- Naracoorte Caves NP is a safe worksite where staff comply at all times with approved and established safe working procedures, meeting policy and legislation requirements and participating capably in emergency response procedures.

## Essential Criteria (including qualifications)

**[Must be addressed by candidates in written application letter (max 3 pages) in addition to CV unless advertisement advises otherwise]**

- Uses common sense and past experiences to approach problems and providing options to their manager for resolving the issue.
- Is open to the challenge of new or different ways of doing work/business and contributes useful ideas in brainstorming sessions.
- Understands responsibilities of work area and those of customers.

- Is able to convey services and purpose of work area to internal and external customers in a clear and respectful manner.
- Demonstrates a good understanding of the principles of retailing and commercial business operations.
- Demonstrates the ability to use computerised Point of Sale systems to perform daily duties effectively.
- Shows enthusiasm for building on their current knowledge base.

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## Desirable Criteria

- Food handling qualifications are desirable.

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## Key Relationships/Interactions

- Naracoorte and Tantanoola Caves employees.
- National Parks and Public Lands Division, Limestone Coast Region employees.
- Visitors and the general public.
- Educational providers and Commercial Tour Operators.
- External stakeholders including Friends of Caves, work experience placements and other volunteers.

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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, and willingness to drive, is essential.
- The café operates seven days a week, 364 days a year.
- The position is a casual contract and the hours of work are rostered and vary to meet demand and seasonality. The incumbent must be available to work during weekends and public and school holidays as well as weekdays and be available for specific bookings.
- The incumbent may be asked to be available at short notice.
- A current First Aid Certificate is highly desirable.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- 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.
- 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.

Core Competencies	Elements	Behavioural Indicators
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>• Optimising Performance</li> <li>• Promoting Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Works collaboratively with team members to achieve set goals.</li> <li>• Provides and receives constructive feedback in a non-threatening way to continually develop skills and performance.</li> <li>• Gathers feedback from customers to assist in continually improving service delivery.</li> <li>• Acknowledges and responds positively to constructive feedback gained from customers.</li> <li>• Takes considerable effort to understand and respond to the 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>• Establishing and Maintaining Networks</li> <li>• Communicating and Managing Conflict</li> </ul>	<ul style="list-style-type: none"> <li>• Listens to others and acknowledges their views.</li> <li>• Provides accurate information in a timely way to appropriate groups upon request.</li> <li>• Is proactive in keeping their line manager informed of work progress.</li> <li>• Maintains composure and a friendly demeanour in dealing with others.</li> <li>• Is respectful of the varying needs of people from diverse backgrounds.</li> <li>• Readily responds to requests for information and follows through on undertakings.</li> <li>• Is not afraid to express their own opinion and is respectful of others' views by encouraging dialogue amongst colleagues and team members.</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>• Is able to switch tasks quickly.</li> <li>• Communicates setbacks to supervisor and continues to effectively progress other priorities.</li> <li>• Accepts changes required to their role or roster in a positive manner.</li> <li>• Embraces new learning that may be required to adapt successfully to changes in the role.</li> </ul>

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## 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.

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## 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:	2011 (Updated 9/01/2025)	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	16/09/2025

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