

Role Description

(Non-Manager)



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

Role Title: Industry Liaison Officer, Kangaroo Management

Division: Biodiversity and Nature Economy

Classification Level: ASO2

Branch/Unit: Conservation & Wildlife / Wildlife Programs

CHRIS Position Number: M19577

Reports to (Title): Operations Manager, Kangaroo Management

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

About the Role

The Industry Liaison Officer, Kangaroo Management, provides a high quality administrative and customer support service to assist in the regulation of the commercial kangaroo harvesting industry in South Australia.

Key Role Outcomes

- Clients and staff receive a professional, timely and high-quality front counter and telephone customer support service.
- The Kangaroo Management Program receives high quality administrative support that results in efficient and effective office management.
- Meetings are well coordinated with agendas distributed in a timely and efficient manner, and a true and accurate record of meetings are maintained.
- Records and monthly returns relating to the commercial harvest of kangaroos are managed in a timely and efficient manner, including status of monthly permit holder returns, data entry, filing, identifying and solving discrepancies, follow-up of missing records and archiving.
- Kangaroo tag orders are processed in a timely and professional manner including postage, tag records, tag stock, tag credits, and reconciliation process.
- Provide executive support for Kangaroo Management Program through responding to requests and prioritizing tasks.

Essential Criteria (including qualifications)

- Is able to accurately, clearly and concisely compose documents such as letters, memos and record minutes.
- Is effective in checking own work accurately for correct spelling and formatting in line with the expected standards.
- Identifies and solves problems relating to their daily work.
- Communicates early on with their manager if there are circumstances that will prevent them from meeting deadlines.
- Checks to ensure that procedures are followed and keeps clear detailed records of own or others' activities.

- Displays the ability to use Microsoft suite of software to perform effective daily work and has experience in using databases.
- Open to new ways of working and to learning more about the continuous improvement systems for effective office management and customer service.

Desirable Criteria

- Experience with Salesforce or similar programs.

Key Relationships/Interactions

- DEW Staff
- Landscapes SA Board
- Commercial kangaroo industry members
- Landholders
- NGOs
- Other relevant local, state, interstate and federal Government agencies.

Special Conditions

- May 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 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"> • Motivating others • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Participates in planning common goals for the team • Seeks help to differentiate between essential and important activities versus non-essential. • Knows the reasoning behind key policies, practices and procedures.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Assuming Accountability 	<ul style="list-style-type: none"> • Works with their Line Manager to solve problems and overcome challenges. • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Willingly accepts responsibility for own work. • Identifies potential problems for the role.
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance • Promoting Customer Service 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve set goals. • Actively monitors own performance and participates in performance review and development processes with their Line Manager.

		<ul style="list-style-type: none"> • Considers constructive feedback from customers and learns from complaints. • Works effectively at the front line with a diverse customer base who have a range of literacy, numeracy and information technology skills.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Using Political Savvy • Establishing and Maintaining Networks 	<ul style="list-style-type: none"> • Responds appropriately to issues that are within their sphere of control. • Raises sensitive issues with their manager early on. • Readily responds to requests for information and follows through on undertakings. • Maintains composure and a professional demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Modelling Public Sector Values • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Earns respect and builds trust by being personally reliable and following through on commitments. • Is discrete and maintains confidentiality. • Is able to switch tasks quickly. • Accepts changes required to their job role in a positive 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.

Date Delegate approved original classification:	18/06/2021	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	24/03/2026