

Role Description

(Non-Manager)



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

Role Title: Retail 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): Site Coordinator, Mount Lofty Summit or Adelaide Gaol

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

About the Role

The Retail Assistant contributes to the delivery of profitable retail and customer service functions, ensuring that guests receive quality retail services across Commercial Service sites including Mount Lofty Summit and the Adelaide Gaol.

Key Role Outcomes

- The retail area is successful and profitable due to a high standard of customer service in the presentation and selling of products.
- Visitors, team members and other stakeholders are provided with required information in both written and oral form.
- High quality data is available about the business performance via accurate and timely data entry across all processes and systems.
- The retail work site is well presented with a focus on keeping the area clean and tidy.
- Promotion of South Australian made products and other Department for Environment and Water locations.
- The retail area is a safe work site with all staff complying with approved and established safe working procedures and WHS policies and legislation.
- Compliance with Departmental policies, including money handling and the use of computerised Point of Sales (POS) system are maintained at all times.

Essential Criteria (including qualifications)

- High level customer service skills.
- Experience working in a busy retail environment.
- Merchandising skills and product development.
- Demonstrates a good understanding of the principles relating to the tourism industry and the retail environment.
- Demonstrated ability to use computerised Point of Sales systems to perform daily duties effectively.

Key Relationships/Interactions

- Works collaboratively with other site staff and tour operators.
 - General public and site visitors.
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Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- Regular weekend and public holiday work is required as well as being available during peak seasonal times including school holidays.
- 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.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- Prior to being employed, the successful applicant 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 before expiry. [DEW will cover the cost of renewal].
- 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.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Changes	• Thinking and Acting Strategically	• Seeks help to differentiate between essential and important activities versus non-essential. • Knows the reasoning behind key policies, practice and procedures.
Achieves Results	• Delivering Effective Outcomes	• Can understand and articulate clear and realistic goals/expected outcomes for their role. • Works with Line Manager to solve problems and overcome challenges.
Drives Business Excellence	• Facilitating Quality and Continuous Improvement • Promoting Customer Service • Directing Resources	• Identifies opportunities for doing work better and more quickly. • Can apply changes effectively within their own role. • Considers constructive feedback from customers and learns from complaints. • Works effectively at the front line with a diverse customer base. • Uses available resources prudently and within guidelines. • Identifies potential issues that may impact on timeframes.
Forges Relationships and Engages Others	• Influencing and Negotiating	• Provides accurate information in a timely way to appropriate groups upon request.

	• Using Political Savvy	• Is proactive in keeping their line manager informed of work progress. • Takes note of possible issues that might affect their work. • Raises sensitive issues with their manager early on.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Is able to switch tasks quickly. • 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.

Original Date classified:	31/08/2017	Date reviewed:	28/08/2025
Class method/ Ref #:	Update	Reviewed by HR:	HR Consultant - CS