

Role Description

(Non-Manager)



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

Role Title: Customer Services Officer

Division: National Parks and Public Lands

Classification Level: GSE2

Branch/Unit: Park Operations and Community Partnerships – Adelaide & Mount Lofty Ranges

CHRIS Position Number: Multiple

Reports to (Title): Senior Ranger

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

About the Role

The Customer Services Officer delivers quality visitor experiences at key sites, through the provision of visitor information, site interpretation and the management of park bookings and products. The role is also responsible for the maintenance and minor repair of visitor facilities in the recreational areas of the park. The incumbent will need to be motivated and enthusiastic with outstanding customer service skills to deliver information in a confident and friendly manner to visitors in relation to National Parks. Working in a team, the Customer Service Officer is required to possess excellent organisational skills and deliver a high level of customer service.

Key Role Outcomes

- Internal and external customers are provided with professional, respectful, high quality front counter and telephone customer support service.
- The collection of admission fees, hire and parks pass fees from visitors and the point of sale system is effectively facilitated in accordance with Departmental Policy and Procedure.
- Visitor facility information, including the use of a computerised booking service for recreational facilities in National Parks is delivered in an efficient and effective way.
- Effective cooperation with colleagues and senior staff, supporting them in delivering timely, reliable operations.
- A high standard of cleanliness and presentation of visitor facilities are maintained

Essential Criteria (including qualifications)

- The role is required to contribute to maintenance of the park and its visitor facilities.
- Ability to convey services and purpose of work area to internal and external customers in a clear and respectful manner.
- Experience and proven ability to complete accurate accounting of cash and other revenue.
- Experience in customer service, particularly information provision.
- Experience in administration including the use of Microsoft Office, point of sale systems and web based applications.
- Proven ability to communicate effectively with the general public and staff and is customer service focused with effective conflict resolution skills.

- Ability to demonstrate a high level of personal and organisational skills with the ability to use initiative and apply sound judgement.
- Ability to work both unsupervised and in a team environment.
- Ability to work with minimal supervision and follow procedures.
- A current class “C” driver’s licence and willingness and ability to safely operate a 4wd is essential.

Key Relationships/Interactions

- Internal and External Stakeholders.
- District Rangers and Rangers of National Parks and Public Lands.
- Senior Customer Service Officer
- Commercial operators, lessees, volunteers, schools, contractors and other stakeholders.
- Officers from various DEW working units.

Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- 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.
- This role has been identified as a:
 Position of trust ☐ Prescribed position ☒ Not applicable ☐
 The following screening check(s) is/are required:
 - You will be required to provide a valid Department of Human Services Working with Children Check prior to being employed, which is required to be renewed every five years before expiry. DEW will cover the cost of renewal.
- The incumbent may work on a casual basis including school holidays, public holidays and weekends, for which a penalty will apply.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	• Thinking and Acting Strategically	• Knows the reasoning behind key policies, practices and procedures.
Achieves Results	• Delivering effective outcomes	• Works with Team Leader & Senior Rangers to solve problems and overcome challenges. • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards.
Drives Business Excellence	• Promoting Customer Service	• Considers constructive feedback from customers and learns from complaints.

		Works effectively at the front line with a diverse customer base.
Forges Relationships and Engages Others	Communicating and Managing Conflict	- Maintains composure and a friendly demeanour in dealing with others. - Readily responds to requests for information and follows through on undertakings.
Exemplifies Personal Drive and Professionalism	Demonstrating Commitment to Learning and Development	- Demonstrates a basic knowledge relevant to their role. - Learns from past experiences.

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:	19/06/2017 Updated March 2023	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	01/09/2026
RD template version:	June 2026		