Role Description

(Non-Manager)

Government of South Australia
Department for Environment and Water

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

Role Title: Nursery Assistant (Production and Sales)	**Division:** National Parks and Public Lands
Classification Level: GSE02	**Branch/Unit:** Public Land and Business Partnerships, Commercial Services
CHRIS Position Number: Multiple	**Reports to (Title):** Production Supervisor

About the Agency – Department for Environment and Water

About the Role

The Nursery Assistant (Production and Sales) supports the day-to-day operations of the seed production program and wider nursery activities, working under the guidance of senior staff to assist with the propagation, care, and preparation of native plants.

The role also performs retail activities assisting customers with plant and product selections, providing advice, and responding to inquiries. The position also plays a key part in presenting and maintaining plants and nursery products to a high standard, along with supporting the general upkeep of the nursery and the display of garden beds.

Key Role Outcomes

- Assist with the collection, processing, and propagation of native plants to support nursery production.
- Maintain plant stock to high quality standards, including regular monitoring of plant health and reporting pest or disease issues to senior staff to enable timely remedial action.
- Prepare and assemble plant orders to required quality standards, ensuring accurate labelling for dispatch.
- Provide accurate advice and information to customers on plant selection and maintenance, seeking assistance from senior staff where required.
- Deliver efficient retail services, including operating cash registers accurately and handling transactions responsibly.
- Respond to telephone and in-person enquiries in a timely, polite, and professional manner.
- Ensure plants, products, and nursery areas are presented to a high standard to maximise sales potential.
- Maintain garden beds, displays, and nursery infrastructure to ensure a professional appearance and smooth daily operations.
- Operate tools and equipment safely and efficiently in accordance with procedures.
- Support a clean, safe, and productive work environment by adhering to WHS requirements and working collaboratively with team members.

Essential Criteria (including qualifications)

- Is able to communicate horticultural knowledge clearly to the public.
- Ability to work effectively as a part of a team in a production environment.
- Good communication and problem-solving skills.

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- Some knowledge of horticultural practises, ideally in native plant production.
- Has a working knowledge of safe working practices relating to horticulture.

Desirable Criteria

- Knowledge of Australian native plants and the nursery industry.
- Customer service experience

Key Relationships/Interactions

- Sales and Orders Supervisor.
- Murray Bridge Production and Retail staff.
- Other DEW staff across the Branch and Division.
- Clients across public and private sector.

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.
- The incumbent may be required to work a mix of weekdays and weekends.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- 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 Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. 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	• 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.

	• Directing Resources	• 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 • Using Political Savvy	• Provides accurate information in a timely way to appropriate groups upon request. • 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.

Date Delegate approved original classification:	24/08/2026	Original Class method:	Comparison
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