Role Description

(Non-Manager)

Government of South Australia
Department for Environment and Water

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

Role Title: Site Interpreter	**Division:** National Parks and Public Lands
Classification Level: GSE3	**Branch/Unit:** Park Operations and Community Partnerships
CHRIS Position Number: Various	**Reports to (Title):** Senior Guide, Naracoorte and Tantanoola Caves

About the Agency – Department for Environment and Water

About the Role

The Site Interpreter contributes to the delivery of interpreted guided cave tours to the general public and educational programs for schools. Also incorporated in the position is site management functions including accommodation and campground servicing, adventure caving activities at the Naracoorte Caves and hosted tours and educational services at the Tantanoola Caves.

Key Role Outcomes

- Naracoorte and Tantanoola Caves are well presented and welcoming to all visitors including a high standard of cleanliness and presentation of visitor facilities is maintained.
- A range of interesting natural and human heritage experiences are provided daily through tour operations and/or educational services that interpret, inform and/or teach palaeontology, geology, biodiversity, fauna and flora, Aboriginal heritage and European history.
- The sales of tours and souvenirs are maximised through consistently high levels of customer service.
- A high standard of open communication is maintained between employees and visitors. This is achieved through active participation in reception and booking duties, maintaining a professional phone manner and, where necessary, the competent operation of the local Government Radio Network.
- A high focus is maintained on implementing and following Workplace Safety & Wellbeing policies, procedures and legislation. Employees understand and comply with approved safe working procedures and participate confidently in emergency responses
- The collection of monies from visitors and the point of sale system is effectively facilitated in accordance with Departmental policy and 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***]

Problem Solving

- Uses common sense and past experiences to approach problems and provides options to their manager/supervisor for resolving the issue.

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- Listens openly and actively seeks to find solutions to problems.
- Identifies and defines problems relating to their daily work.
- A current class 'C' driver's licence is essential and a willingness and ability to operate a 4wd is highly desirable.

Conceptual Thinking & Creativity

- Is open to the challenge of new or different ways of doing work/business.
- Contributes useful ideas in brainstorming sessions.
- Can present information with artistic flair and in a friendly and confident manner.

Organisational Knowledge

- 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.

Technical Knowledge

- Demonstrates a good understanding of commercial business operations.
- Shows enthusiasm for building on their current knowledge base.
- Demonstrates a fundamental understanding of Microsoft Word, Microsoft Excel and social media programs.

Desirable Criteria

- A tertiary qualification in science or tourism is desirable.

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 and other volunteers.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- Located at either the Naracoorte Caves National Park and/or Tantanoola Caves Conservation Park.
- Required to work a roster including weekends and public holidays. Hours of work vary according to the operational needs of the business centre and the incumbent may be required to work at short notice.
- A current first aid certificate is highly desirable.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.

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- 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]
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- 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
Shares Strategic Thinking and Changes	• Thinking and Acting Strategically	• Knows the reasoning behind key policies, practice and procedures.
Drives Business Excellence	• Optimising Performance	• Works collaboratively with team members to achieve set goals. • Provides and receives constructive feedback with team members in a non-threatening way to continually develop skills and performance.
	• Promoting Customer Service	• Works effectively at the front line with a diverse customer base. • Acknowledges and responds positively to constructive feedback gained from customers. • Takes considerable effort to understand and respond to the requirements of diverse customers.
Forges Relationships and Engages Others	• Influencing and Negotiating	• Listens to others and acknowledges their views. • Provides accurate information in a timely way to appropriate groups upon request. • Is proactive in keeping their direct supervisor and/or line manager informed of work progress.
	• Establishing and Maintaining Networks	• Readily responds to requests for information and follows through on undertakings. • Maintains composure and a friendly demeanour in dealing with others. • Is respectful of the varying needs of people from diverse backgrounds.
	• Communicating and Managing Conflict	• Maintains composure and a friendly demeanour in dealing with others.

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		• Readily responds to requests for information and follows through on undertakings.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Is able to switch tasks quickly. • Communicates setbacks to manager/supervisor and continues to effectively progress other priorities. • Accepts changes required to their job role in a positive manner. • Embraces new learning that may be required to adapt successfully to changes in the job role. • Remains calm under pressure.

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.

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Date Delegate approved original classification:	October 2010	Original Class method:	Full
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