

# Position Description



<b>Position Title:</b>	Visitor Services Guide
<b>Position Number:</b>	PP0434
<b>Purpose of Position</b>	To assist with the day to day operations of the Ku-ring-gai Wildflower Garden including interpretative and environmental education activities, retail and bookings, facility maintenance, visitor liaison and administrative duties.
<b>Grade of Position:</b>	<b>Band 3</b>  May be responsible for supervising staff in operational duties or for work requiring the application of trades, administrative or technical skills.
<b>Hours of Work:</b>	21 hours per week spread across 7 days
<b>Department:</b>	Community
<b>Section:</b>	Visitor Experience and Events
<b>Position Reports to:</b>	Team Leader Venues
<b>Number Supervised:</b>	No direct reports – may be required to supervise casuals and volunteers
<b>Approved by:</b>	Director Community      Date: April 2021

## CONTACTS

### Key Contacts Within Department

- Manager Visitor Experience and Events
- Venues Coordinator
- Team Leader Tourism and Visitation
- Visitor Information Advisor

### Key Contacts in Other Departments

- Strategy and Environment Staff
- Operations Staff
- Development and Regulation Staff
- Communications Staff

### Key Contacts Outside Council

- Australian Plant Society
- Educational Institutions
- Contractors and suppliers
- Tourism Operators
- Venue Hirers and Visitors

**Budget Allocation:** N/A

## EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name: .....

Signature: .....

Date: .....

# Position Description



## GENERIC OUTPUTS OF POSITION

- **Comply with OHS Legislation, Policies and Procedures**
  - Maintain a high standard of housekeeping and a safe work area
  - Identify and report all Hazards for your area
  - Wear required Personal Protective Equipment (PPE)
  - Participate in the development and review of Risk Assessments
  - Adhere to control measures and safe systems of work
  - Report all Incidents and Near Misses
  - Meet reporting timeframes
  - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
  - Act to prevent workplace harassment, discrimination and bullying
  - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
  - Comply with Council's Statement of Business Ethics
  - Behave ethically and transparently
  - Contribute towards the achievement of Council's strategic plans
  - Lead by example
  - Support sustainable programs and activities
  - Learn and comply with Council's strategies, policies and procedures
  - Act with care for the local environment and community
  - Take responsibility for your actions
  - Care for Council's people, assets and finances
  - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
  - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act
- **Perform as a Team Member**
  - Productively contribute to the outcomes of work teams
  - Work cooperatively with team members and supervisor
  - Maintain an attendance record that contributes positively to team productivity
  - Carry out allocated tasks to standards required
  - Use good judgement and problem solving skills
  - Obey all lawful instructions
  - Attend and positively contribute to team meetings
  - Work cooperatively to achieve Work Plan timeframes and measures
  - Regularly review with supervisor own performance against required outcomes
  - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
  - Learn and share knowledge
  - Complete induction/re-induction program
  - Complete job-specific training programs
  - Complete relevant legislative-based training
  - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
  - Be accessible and provide customers with clear and accurate information
  - Deliver timely, punctual and reliable service to customers
  - Communicate with customers in a professional and courteous manner
  - Maintain a good flow of communication with customers
  - Manage customer enquiries, records and complaints
  - Complete all paperwork and on-line recording within required time limits
  - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
  - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

# Position Description



## ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

### 1. Required Qualifications/Certificates

- Tertiary qualifications or equivalent experience in a related discipline such as ecology, biology, teaching, tourism, or conservation.
- Current Class C Drivers licence
- Current First Aid Certificate
- Working with Children Check (WWCC) clearance

### 2. Required Experience

- Experience and genuine interest in conservation of native ecosystems through education.
- Experience working in environmental education or natural heritage interpretation
- Experience in developing and delivering environmental programs
- Knowledge of bushland ecology including native flora and fauna
- Significant experience and skills relating to working with children
- Experience and ability in leading groups in outdoor settings.
- Experience working with volunteers

### 3. Required Skills

- Exceptional customer service skills including addressing enquiries, resolution of complaints, and responding to emergencies
- Ability to work alone or as part of a team
- Commitment to taking responsibility for delivering the best possible service
- A high level of communication, interpersonal and presentation skills with the ability to connect with children and adults, including those with special needs or of culturally and linguistically diverse backgrounds
- Native flora, exotics and weed identification
- Project and time management skills
- Skills or experience using IT systems including bookings systems, social media and Microsoft suite.
- Qualifications, skills or experience in care and handling of captive native fauna

## OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Assist in the development and delivery of environmental education programs across a 7 day period.
- Assist with administration of environmental education activities and responding to public enquiries.
- Assist with visitor orientation and public liaison including Visitor Centre operations
- Assist in interpretation of environmental issues
- Assist with care of educational fauna
- Assist with venue hire including bookings, setup and cleaning
- Assist with promotional activities including social and digital media.
- Assist with maintenance and upkeep of the Ku-ring-gai Wildflower Garden natural areas and facilities
- Undertake environmentally sustainable actions and behaviours in response to Council's Environmental Sustainability Strategy and the Ku-ring-gai Wildflower Garden's environmentally sustainable initiatives
- Actively contribute to the effective functioning of multi-disciplinary and multi-functional team.
- Contribute to the efficient operation of the Ku-ring-gai Wildflower Garden.
- Respond to enquiries from the public in a timely manner.
- Respond to emergencies in a professional and competent manner.
- Undertake any additional duties which assist in the efficient operation of the Ku-ring-gai Wildflower Garden and Council's service delivery objectives
- Allocated duties at the direction of the Venues Coordinator