Visitor Services Officer (Cave Guide)
Statement of Duties

Position number: Generic
Award/Agreement: Tasmanian State Service Award
Classification level: General Stream, Band 2
Full Time Equivalent (FTE): Minimum 50 hours per annum (Hastings Caves State Reserve) or minimum 30% FTE (Mole Creek Karst National Park)
Division/branch/section: Parks and Wildlife Service, Operations
Location: Hastings Caves State Reserve or Mole Creek Karst National Park
Employment status: Fixed Term
Ordinary hours per week: Employed on a roster basis, hours will vary
Supervisor: Business Enterprise Manager

Position Objective
Provide information to the public relating to the natural assets of the Hastings Caves State Reserve (Newdegate Caves, Hastings Visitor Centre and Thermal Pool) or Mole Creek Karst National Park (Marakoopa and King Solomon’s Caves), and ensure the provision of high quality services that supports the business enterprise in areas such as site maintenance, security and public safety.

Major Duties
• Conduct guided tours and provide information and advice relating to the natural and cultural values.
• Assist in undertaking routine cleaning, environmental monitoring such as: radon monitoring, pool plant readings and conducting pool testing (for Hastings Thermal Pool); and site maintenance associated with visitor facilities including maintaining accurate written records of works undertaken.
• Assist in the visitor centre operational activities including the efficient and safe preparation and presentation of food (for Hastings Visitor Centre).
• Assist in collecting and reconciliation of revenue from entrance fees and sales.
• Undertake pool supervision as required and provide first aid or assistance to visitors across the entire site, as required (for Hastings Thermal Pool).
• Ensure public safety in all areas of the Hastings Caves State Reserve or Mole Creek Karst National Park, including fulfilling elements of the PWS Emergency Management Response Plans, as directed.
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**Responsibility, Decision-Making and Direction Received**

The occupant of the position is responsible for:

- the satisfactory completion of tasks that are significant for the operational effectiveness of the work unit;
- ensuring work methods and processes meet required standards with some independence to modify or adapt existing approaches for more effective service delivery for client and stakeholder;
- providing routine advice, support and assistance to a work team; and
- ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction received in relation to the role are:

- initially detailed instructions are provided on established techniques, methods, priorities and timeframes. Consistent with increasing experience detailed instructions are limited to unusual requirements, which do not have clear guidelines or precedents. Independent decision-making and initiative regarding the planning and completion of tasks and achievement of outcomes is expected to increase with experience; and
- some interpretation, modification or adjustment of accepted practices, methods or standards may be required to achieve specified outcomes.

**Knowledge, Skills and Experience (Selection Criteria)**

**In relation to the Major Duties**

- Knowledge of cave guiding and tourism attractions, sales and ordering, cleaning practices, balancing, and accounting for monies using conventional practices methods and standards and the capacity to understand relevant systems and procedures.
- Ability to work in a busy work environment dealing with customer enquiries and ensure the efficient provision of food and beverages.
- Good communication and interpersonal skills in gaining the cooperation of others and the ability to deal effectively with challenging behaviour. The ability to explain operational procedures, provide information, and liaise with clients, stakeholders and members of the public.
- The ability to make independent decisions and use initiative regarding and in the achievement of outcomes.
- Well-developed organisational skills, including the ability to set priorities and manage variable workloads for the planning and completion of tasks.
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**Essential Requirements**

- Registration to “Work with Vulnerable People” as required under the Registration to Work with Vulnerable People Act 2013.
- Provide First Aid Certificate.
- Swim Teachers Rescue Award (only for Hastings Caves State Reserve).
- Current motor vehicle driver’s licence (only for Hastings Caves State Reserve).

**Department’s Role**

The Department of Primary Industries, Parks, Water and Environment (DPIPWE) is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements DPIPWE is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), environmental emergencies (includes marine pollution spills), fire in national parks and other reserves, floods from dam failure and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.dpipwe.tas.gov.au](http://www.dpipwe.tas.gov.au) provides more information.


The **Parks & Wildlife Service Division** is responsible for managing Tasmania’s parks and reserves and for protecting the State’s unique natural heritage while at the same time providing for the sustainable use and economic opportunities for the Tasmanian community.

The role of the **Operations Branch** is to manage Tasmania’s parks and reserves, providing high level strategic and policy advice to ensure the natural and cultural values of the parks and reserves system are strategically managed and enhanced in line with government policy and legislative requirements.

The Operations Branch includes the following sections:

- **Three Regional Areas - Northern, North-Western and Southern**
  Each region is responsible for the planning and direction of operational activities and programs for that particular area, ensuring quality service delivery, effective risk management and the most efficient use of available resources and budgetary provisions.

- **Property Services** represents the Crown as an owner of property through pro-active Crown property development, facilitating public and private sector use of Crown and reserve land property and providing an authoritative and specialist source of advice direct to Government and the private sector. The Unit undertakes a significant number of Crown property transactions including sales, leases, tenancies, exchanges.
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**Working Environment**

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

DPIPWE has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There is a strong emphasis on building leadership capacity throughout DPIPWE.


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**Approved by:**

![Signature]

**Date:** 5 June 2020