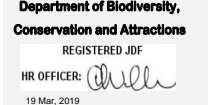


# Job Description Form

## 1. Position Details

<b>Position Title</b> Visitor Centre Assistant			<b>Position Number</b> DBCA3030418
<b>Level/Grade</b> VCA AWU L2.1	<b>Specified Calling</b> N/A	<b>Agreement</b> AWU Visitor Centre Certified Agreement 2017	<b>Effective Date</b> 19 March 2019
<b>Division</b> Regional and Fire and Management Services		<b>Branch</b> Swan Region	
<b>Section</b> Perth Hills District		<b>Location</b> Lane Poole Reserve	

## 2. Reporting Relationships

<b>Position Title</b> Senior Operations Officer	<b>Level/Grade</b> Level 5	 <p>Department of Biodiversity, Conservation and Attractions REGISTERED JDF HR OFFICER: <i>[Signature]</i> 19 Mar, 2019</p>		
Responsible to				
<b>Position Title</b> Senior Ranger	<b>Level/Grade</b> Grade 3 or 4			
Responsible to				
<b>This position</b>		<b>Other offices reporting directly to this office</b>		
Officers under <i>direct</i> responsibility		<table border="1"> <tr> <td> <b>Position title</b> 3 x Ranger 3 x Visitor Centre Assistant         </td> <td> <b>Level/Grade</b> Grade 1 or 2 VCA AWU L2.1         </td> </tr> </table>	<b>Position title</b> 3 x Ranger 3 x Visitor Centre Assistant	<b>Level/Grade</b> Grade 1 or 2 VCA AWU L2.1
<b>Position title</b> 3 x Ranger 3 x Visitor Centre Assistant	<b>Level/Grade</b> Grade 1 or 2 VCA AWU L2.1			
<b>Position Title</b> Nil	<b>Level/Grade</b>	<b>Approx. no. FTEs supervised</b>		

## 3. Role and Scope

This is a brief outline of the key responsibilities and scope. Scope may include the level of guidance under which the job operates, range of assignments, and influence on results for the work function or program:

Reporting to and under the direction of the Senior Ranger Lane Poole Reserve:

- Collects fees at the entry station.
- Disseminates information and provides direction and interpretation to the visiting public relating to the Lane Poole Reserve of the Perth Hills district.

At Level 2.1 the employee is competent and undertakes under limited supervision the role of a host, guide and revenue collection.

Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

<b>Position Title</b> Visitor Centre Assistant			
<b>Position No.</b> DBCA3030418	<b>Level/Grade</b> VCA AWU L2.1	<b>Specified Calling</b> N/A	<b>Effective Date</b> 19 March 2019

#### 4. Responsibilities of the Position and Broad Outline of Duties

The proportion of time likely to be spent on each function or duty may, if appropriate, be indicated as a percentage (%).

Reporting to and under the direction of the Senior Ranger:

##### VISITOR SUPPORT (95%)

1. Assists and supports the operations of the Lane Poole Reserve of the Perth Hills district, which includes:
  - collecting monies from the visiting public and following departmental cash handling procedures;
  - maintaining visitor statistics;
  - providing first aid and other assistance to visitors where necessary;
  - implementing opening, operational, closing, security and emergency procedures; and
  - keeping the area clean, tidy and free of litter.
2. Assists the Senior Ranger in emergency situations.
3. Disseminates information and provides direction and interpretation to the visiting public. Promotes community awareness and appreciation of the department's role.
4. Liaises with visitors and supports district staff and volunteers, as required.

##### OTHER (5%)

5. Responsible for personal safety and cooperates in carrying out of employee responsibilities as defined in the *Occupational Safety and Health Act 1984*.
6. Participates in fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience.
7. Participates in emergency incident responses which may be related to bushfires, search and rescue, or wildlife, as appropriate and as directed by the District Manager.
8. Performs other duties as required by the Senior Ranger.

Position Title Visitor Centre Assistant			
Position No. DBCA3030418	Level/Grade VCA AWU L2.1	Specified Calling N/A	Effective Date 19 March 2019

## 5. Selection Criteria

In the context of the duties and responsibilities of the position, the following selection criteria apply. All criteria are essential unless specified otherwise.

Applicants should address the following three criteria, including where possible the desirable criteria. These should be addressed in no more than three pages in total.

1. Interest in working in a customer service environment and ability to participate in activities related to promoting a natural land based tourism experience.
2. Experience in information dissemination, money handling, EFTPOS and retail sales. (**Desirable**)
3. Knowledge of the Lane Poole Reserve of the Perth hills and surrounding area. (**Desirable**)

The following essential criteria will be assessed at some stage during the selection process. Desirable criteria will be assessed as required:

4. Demonstrated literacy, numeracy and computing skills including the ability to read and understand and apply relevant procedures in the work environment.
5. Ability to liaise and interact in a positive manner, good communication and interpersonal skills and able to work effectively in a team with limited supervision.
6. Ability and willingness to obtain a St John's Senior First Aid Certificate.
7. Understanding of occupational health and safety, and equity and diversity principles.
8. Current 'C' Class Driver's Licence
9. Ongoing willingness and ability to participate in fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience (**Desirable**).

## Values

In all of our work we will act with the highest *Integrity* and be *Open, Accountable, Creative, Responsive, Innovative, Outcome-focused* and *Collaborative*. For the purposes of this recruitment process, behaviour that reflects the values indicated below (as **Essential** and/or **Desirable**) are included as selection criteria for this position.

### Essential:

*Open, Accountable, Responsive, Collaborative, Integrity.*

Information on whether appointment to this position is subject to a satisfactory Working With Children or National Police check is included in Section 6 of this form.

<b>Position Title</b> Visitor Centre Assistant			
<b>Position No.</b> DBCA3030418	<b>Level/Grade</b> VCA AWU L2.1	<b>Specified Calling</b> N/A	<b>Effective Date</b> 19 March 2019

## 6. Other

<b>Position Status</b> Does the position form part of the permanent structure?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Casual		
<b>Full Time Equivalent (FTE)</b> Full time hours = 1 FTE. Write part time hours as a proportion of 1 e.g. 0.6 FTE if 3 days per week i.e. 60% of full time hours.	Variable between 0.2 – 0.4 FTE		
<b>Allowances and Special Conditions</b> Applicable allowances and special conditions are checked with an 'x' in the appropriate box.	<input type="checkbox"/> District Allowance	<input type="checkbox"/> North West Leave	
	<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> No Fixed Hours (Rangers only)	
	<input type="checkbox"/> Ranger Leave (Rangers only)	<input type="checkbox"/> Other - Please specify below:	
<b>Specialised Equipment Operated</b> Specify type of equipment e.g. 4WD.	Personal Computer, Retail Till, EFTPOS machine,		
<b>Working With Children</b> Specify if appointment to this position is subject to a satisfactory Working with Children check – if this position works with children, refer to <a href="http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/">http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/</a> for information on whether a check is required. If yes, applicants may be asked to provide a WWC check.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<b>National Police Check</b> Specify if appointment to this position is subject to a satisfactory National Police check. If yes, applicants may be asked to obtain a <a href="#">National Police Certificate</a> . For more information refer to the department's guidelines on <a href="#">National Police checks</a> .	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

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## 7. Certification

The details contained in this document are an accurate reflection of position.

Branch/Division Head	Director General
Signature:	Signature:
Date:	Date: