



Job Description Form

1. Position Details

Position Title Visitor Centre Assistant			Position Number PA2607VCA
Level/Grade VCA AWU L2.1/2/3	Specified Calling N/A	Agreement AWU (WA Public Sector) GA 2024, Visitor Centre Assistant Schedule 2024	Effective Date 27 March 2026
Division Regional and Fire Management Services		Branch Pilbara Region	
Section Exmouth District		Location Ningaloo Coast	

2. Reporting Relationships

Position Title Parks and Visitor Services Coordinator	Level/Grade Level 5
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Recruitment and Establishment Section
C. Browne
 Registered JDF
 27 March 2026



Responsible to

Position Title Manager Milyering Discovery Centre	Level/Grade Level 5
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Responsible to

This position



Officers under *direct* responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
Nil		

Other offices reporting directly to this office

Position title	Level/ Grade
Visitor Centre Assistants	VCA AWU L2.1/2/3

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 Manager Milyering Discovery Centre:

- Disseminates information and provides direction and interpretation to the visiting public relating to the Exmouth National Parks and the Ningaloo Coast World Heritage Area.
- Provides information to the public on visitor risks associated within the Exmouth National Parks and the Ningaloo Coast World Heritage Area.
- Assists and supports the daily operations of the Milyering Discovery Centre, Milyering Retail outlet and Park Entry station.
- Participates in gaining an understanding of district parks and visitor service, conservation and marine programs to improve understanding of the role in providing information to visitors.

At Level 2.1 the employee is competent and undertakes under limited supervision the role of a host, guide and revenue collection.
 At Level 2.2 the employee is competent and undertakes the role of a host, guide, revenue collection or supervised marketing/ retail assistant.
 At Level 2.3 the employee is competent to undertake the role of a Level 2.2 and in addition is competent and undertakes the role of marketing and/or retail duties.

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

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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 Manager Milyering Discovery Centre:

VISITOR SUPPORT (90%)

1. Disseminates information and provides direction and interpretation to the visiting public relating to Exmouth National Parks and Ningaloo Coast World Heritage Area which includes:
 - delivery of public educational programs and activities as directed.
 - providing informed responses to public enquiries enhancing visitor experience.
 - assisting visitors with the interpretation of display and educational material available.
2. Promotes community awareness and appreciation of the department's role in the Ningaloo Coast World Heritage Area, and protecting its cultural and natural heritage. Assists the Parks and Visitor Services program with the collection of visitor statistics and undertaking seasonal and sample marketing research surveys of visitors to the Park.
3. Provides information to the public on visitor risks associated with the Ningaloo Coast World Heritage Area.. Responds to incidents and provides first aid and other assistance to visitors where necessary and follows departmental procedures on reporting of incidents.
4. Assists and supports the daily operations of the Milyering Visitor Centre and Milyering Retail outlet and Park Entry station which includes:
 - assisting with the management of the departmental campground booking system;
 - collecting monies from the visiting public and following departmental cash handling procedures from selling tickets and selling retail merchandise;
 - using Vend to record all sales, balance cash and EFTPOS docketts;
 - processing and entering all retail stock into the retail system and completing relevant paperwork;
 - assisting with the transportation of new stock from Suppliers to Milyering Discovery Centre and the re-stocking all retail items;
 - implementing opening, operational, closing, security and emergency procedures; and
 - undertaking cleaning duties to ensure the Milyering Discovery Centre and its surroundings are clean, tidy and free of litter.
 - Liaises with and supports park staff and campground hosts.
5. Participates in gaining an understanding of district parks and visitor service, conservation and marine programs to improve understanding of the role in providing information to visitors.
6. Supports the Exmouth District communications network including the management of SAR (Search and Rescue), as required.

OTHER)(10%)

7. Responsible for personal safety and cooperates in carrying out of employee responsibilities as defined in the *Work, Health and Safety Act 2020*.
8. Works across the district providing support to other programs as required
9. Participates in fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience.
10. Participates in emergency incident responses which may be related to bushfires, search and rescue, or wildlife, as appropriate and as directed by the Regional or District Manager.
11. Performs other duties as required by the Assistant Manager Milyering Discovery Centre.

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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. These should be addressed in no more than three pages in total.

1. Experience (AWU L2.3 and 2.2) or interest (AWU L2.1) in working in a customer service environment and ability to participate in activities related to promoting a nature-based tourism experience.
2. Experience in information dissemination, money handling, EFTPOS and retail sales.
3. Knowledge of the natural environment and familiarity with the Exmouth National Parks and Ningaloo Coast World Heritage Area.

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 First Aid and Advanced Resuscitation Certificates and be able to pass a fitness test and medical associated with emergency management roles.
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

Our organisational values drive the way we make decisions, interact with each other, and work together to achieve results.

Our five core values — **Integrity, Collaboration, Accountability, Respect** and **Excellence** — represent our commitment to a professional and inclusive workplace culture we can all enjoy. For the purposes of this recruitment process, behaviours that reflect these values are included as **Essential** and/or (as a minimum) **Desirable** selection criteria for this position.

10. Behaviour that reflects **Integrity, Collaboration, Accountability, Respect** and **Excellence**

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

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6. Other

Position Status Does the position form part of the permanent structure?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Full Time Equivalent (FTE) Full time hours = 1 FTE. Write part time hours as a proportion of 1 e.g. 0.6 FTE if 3 days per week ie 60% of full time hours.	0.4 - 0.7 FTE variable depending on position status		
Allowances and Special Conditions Applicable allowances and special conditions are checked with an 'x' in the appropriate box.	<input checked="" type="checkbox"/> District Allowance	<input checked="" type="checkbox"/> North West Leave	
	<input checked="" 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:	
Specialised Equipment Operated Specify type of equipment e.g. 4WD.	Personal Computer, Retail Till, EFTPOS machine, Vend -POS		
Working With Children Specify if appointment to this position is subject to a satisfactory Working with Children check – if this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/ .	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
National Police Check Specify if appointment to this position is subject to a satisfactory National Police check. For more information refer to the department's guidelines on National Police checks .	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

PEOPLE SERVICES BRANCH USE ONLY ANZSCO Code	451611 <input type="checkbox"/>
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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: