

FORESTRYSA | POSITION DESCRIPTION

Community Services Officer



Current Incumbent:		Appointment Type:	Contract
Location:	Kuitpo	Level:	4
Reporting to:	Team Leader Ranger		

PURPOSE OF THE POSITION

Provision of professional administrative support services to the Community Services group to assist in the efficient delivery of ForestrySA community service objectives. Contribution to delivery of high-quality visitor services in the Mount Lofty Ranges Region.

KEY RESPONSIBILITIES

Working under general direction, the duties and responsibilities include, but are not limited to the following:

- Responding to enquiries from the public (face to face, email, and phone), and processing and initial assessment of Group Activity Registrations and Event Applications.
- Coordination of the online booking system and permit system, including attending to booking enquiries (phone or email), processing refunds, and facilitating booking and permit changes. Be the first point of contact for overall management of the online booking and permit systems, including provision of training and support to staff in the use of these systems.
- Provide effective administrative support services including assisting in minor project work and undertaking support functions including procurement of services such as processing and generating invoices (relevant to this position).
- Identify, develop and implement improvements to administrative practices and systems.
- Work safely by complying with established safe work procedures and take a pro-active approach to WHS & IM by immediately advising supervisor of any hazard together with suggestions for controlling the hazard. Support co-workers who have been injured at work.

OUTCOMES

- Ongoing efficiency maintained for online booking and permit systems.
- Delivery of high-quality customer service ensuring visitors and the community are actively and positively engaged.
- Establishing effective working relationships within ForestrySA and externally with stakeholders and visitors.
- Development and continual improvement of appropriate systems and procedures.
- Ensuring administrative processes are coordinated to deliver decision making capabilities.

POLICIES AND STANDARDS MANAGEMENT SYSTEM ACCOUNTABILITIES

To meet economic, environmental, safety and social responsibilities, employees are to:

- Seek to improve business processes and practices;
- Find efficiencies, limit waste, prevent pollution, eliminate or control hazards, and manage risks;
- Protect the health and welfare of all persons in the workplace;
- Capture and maintain official records;
- Consider neighbours and treat all stakeholders with respect; and
- Protect biodiversity, cultural assets, soil and water, and forest health and vitality.

WORKING RELATIONSHIPS

- Key interactions with the Community Services group
- Ongoing positive interactions with visitors, community and key stakeholder groups

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SPECIAL CONDITIONS

- Required to participate in fire protection activities.
- Must undertake and pass the annual Fire-fighter Health Risk Evaluation, comprising both the Medical Assessment and the relevant Health Evaluation Test.
- Required to participate in the Performance Development process.
- Must comply and adhere to ForestrySA policies and procedures, including the Code of Ethics for the South Australian Public Sector.
- Out of hours work and intrastate and interstate travel may be required.

FORESTRYSA CORE COMPETENCIES

Interpersonal Skills	Demonstrates the ability to develop constructive working relationships, apply integrity, tact, and confidentiality with a wide range of people.
Communication	Demonstrates the ability to apply consultation, negotiation and communication skills, which results in effective, confidential and appropriate communication with a broad range of people.
Business Competence	Demonstrates the ability to plan, organise, review and evaluate works systems and practices to achieve efficiency and effectiveness.
Customer Focus	Demonstrated ability to consistently deliver high quality customer service.
Workplace Safety & IM	Promotes a safe working environment by acting as a role model and wearing/using safety equipment and following and supervising safe work procedures at all times. Supports co-workers injured at work.
Organisational Values	Demonstrated commitment to the promotion of ForestrySA's organisational values and ensures all tasks are completed consistently with the values.

QUALIFICATIONS / CERTIFICATES & EXPERIENCE

Essential

- Relevant industry qualification and/or demonstrated extensive experience.
- Proven ability to provide high level administrative support and a commitment to the provision of customer service excellence.
- Demonstrated planning and organisational skills including exceptional attention to detail
- Ability to manage a number of tasks at one time, achieve required outcomes and meet deadlines in a high-pressure environment.

Desirable

- Relevant industry degree

Employee Acceptance

I have read and understood this document

Signature

Date

Manager Signature

Date

Chief Executive Signature

Date