

# Role Description

## Retail Supervisor

Cluster	Department of Planning & Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Western Plains Zoo
Classification/Grade/Band	Shop Supervisor
Senior Executive Work Level Standards:	Only for Executive positions
Kind of Employment	Ongoing
ANZSCO Code	621511
PCAT Code	xxx
Date of Approval	July 2016
Agency Website	<a href="http://www.taronga.org.au">www.taronga.org.au</a>

### Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

### Primary purpose of the role

To maintain and coordinate the retail outlet to maximise sales, deliver a high level of customer service and ensure an efficient day to day operation.

### Key accountabilities

- Supervise Retail Sales team to deliver high quality customer service experiences in order to provide excellent guest experience and promote repeat visitation.
- Supervise the retail outlet to maximise sales and deliver an efficient day to day operation.
- Comply with and suggest sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.
- Comply with and report any Work, Health and Safety incidents in line with Taronga's Work, Health and Safety Charter.
- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Work effectively as a member of a high performing team, to assist Taronga in its achievement of strategic outcomes.

### Key challenges

- Dealing with large volumes of visitors whilst maintain high levels of customer service and merchandise
- Managing visitor expectations with regards to retail merchandise
- Addressing a board range of visitor enquiries and concerns and maintaining professional, tact and diplomacy when dealing with difficult situations, enquiries and/or complaints.

## Key relationships

### Internal

Manager/Supervisor	To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship
Team and other Taronga colleagues	To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture

### External

Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities)	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner
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## Role dimensions

### Decision making

- This position is empowered to make decisions within standard operating procedures and Taronga policies and procedures.
- Decisions outside of this scope are to be escalated to the Operations Manager.
- This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

### Reporting line

This position reports to the Operations Manager.

### Direct reports

The following role/s report directly to the position:

- Retail Sales Assistant (Part Time and Casual)

### Budget/Expenditure

- The role must operate with the financial delegations in accordance with Taronga and NSW Government finance policy and procedures.

### Essential requirements






- Obtain and maintain a current paid NSW Working with Children Check at own expense.

### Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 <b>People Management</b>	Manage and Develop People	Foundational
	<b>Inspire Direction and Purpose</b>	<b>Foundational</b>
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Maintain own motivation when tasks become difficult</li> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>
<b>People Management</b> Inspire Direction and Purpose	Foundational	<ul style="list-style-type: none"> <li>• Assist team to understand organisational direction</li> <li>• Ensure team members understand the organisation's, policies and services</li> <li>• Ensure team members understand how their activities align to business objectives and affect overall performance</li> <li>• Recognise and acknowledge team members' high quality work</li> </ul>