

# Role Description

## Retail Sales Assistant

Cluster	Department of Planning & Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo or Taronga Western Plains Zoo
Classification/Grade/Band	Shop Assistant
Kind of Employment	Ongoing, Casual
ANZSCO Code	xxx
PCAT Code	xxx
Date of Approval	May 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

Maximise retail sales for Taronga Zoo and enhance the visitor experience through high level customer service.

### Key accountabilities

- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Contribute to the performance of Taronga Zoo's retail sales
- Ensure effective delivery of high quality customer service to all Taronga, visitors, employees and volunteers.
- Work effectively as a member of a high performing team, to assist Taronga in its achievement of strategic outcomes.
- 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.

### 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

## Role dimensions

### Decision making

- Decisions outside of this scope are to be escalated to the Retail Sales Manager
- This role does not have formal delegation
- 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 Retail Coordinator

### Direct reports

There are no positions reporting directly to the role.

### Budget/Expenditure

The position has no delegated financial sign off authority

### 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
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	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> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b>	Foundational	<ul style="list-style-type: none"> <li>Complete own work tasks under guidance, within set budgets,</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Deliver Results		<p>timeframes and standards</p> <ul style="list-style-type: none"> <li>• Take the initiative to progress own work</li> <li>• Identify resources needed to complete allocated work tasks</li> <li>• Seek clarification when unsure of work tasks</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>