



Visitor Experience Ranger

Part time - 7 Day Roster

The Nature Parks is an inspiring workplace and, as the largest employer on Phillip Island, offers a range of career paths. Our people are enthusiastic, committed and professional in what they do. They work across a broad range of activities and have many opportunities available to them should they wish to develop their skills, work in different locations, or have a variety of roles.

The Role

The **Visitor Experience Ranger** role provides outstanding visitor experiences through guided tours, viewing stand presentations and learning programs, at Nature Parks' attractions and reserves.

Position/ Interpersonal Skills

- Demonstrated experience in tour guiding and/or public speaking and providing positive experiences, information, and guidance to a diverse range of cultures and visitors including non-English speaking visitors
- Ability to deliver high level customer service experience/excellence
- Demonstrated good judgement, problem solving and decision making in managing conflict
- Ability to contribute and work as part of a diverse team
- The ability to acquire and use new information quickly

Certificates /requirements:

- Current driver's license
- Employee Working with Children Check
- First Aid certificate
- Evidence of work right status in Australia (copy of certified passport or birth certificate)

Please Note:

- As a member of Tourism Operations team, you will also be required to complete Visitor Engagement Ranger shifts
- Part time hours are minimal 18 hours per fortnight
- Hours of employment are in accordance with a seven-day roster which predominantly includes evenings, weekends, public holidays.
- Work will be performed across our sites

To Apply

If this sounds like you and you are ready to start as soon as possible, please submit your resume and cover letter outlining your experience and suitability against the key skills and certificates above, via email to recruitment@penguins.org.au

For further information on this position, visit our website at <https://www.penguins.org.au/about/employment/current-vacancies/>

The Nature Parks is committed to fostering a safe and inclusive culture and is committed to reconciliation with Aboriginal and Torres Strait Islander Peoples. We welcome applications from people with diverse skills & experience, including Aboriginal and Torres Strait Islander Peoples, people with disabilities, people that identify as LGBTIQ+, and people from culturally and linguistically diverse backgrounds. We offer flexible work arrangements for our team including parents, carers, people with disabilities, people over 55 years old and employees impacted by family violence.

The Nature Parks is a child safe environment. Everyone at Nature Parks is responsible for the care and protection of children in accordance with our Child Protection and Safety Policy and Code of Conduct.



Position Description

VISITOR EXPERIENCE RANGER

Phillip Island Nature Parks (**the Nature Parks**) is a leading conservation and sustainable tourism organisation, established in 1996 by the State Government of Victoria.

We operate four tourism attractions including the Penguin Parade, the Antarctic Journey at the Nobbies, the Koala Conservation Reserve and Churchill Island, which attract over 1.4 million visitors annually.

We are also privileged to manage over 1,805 hectares of Crown land reserves, wetlands, and woodlands, and recognise that many of these areas hold deep cultural and spiritual significance for Aboriginal people. We acknowledge the Traditional Owners, and pay our respects to Elders past, present and emerging, and acknowledge the true history and their continued connection to place as we work and walk together.

As the largest employer on Phillip Island, our employees undertake a range of duties across multiple, diverse disciplines. Our culture promotes a positive and interactive working environment where team members collectively strive for the organisation's ongoing success.

As a visitor-funded, not-for-profit organisation, the Nature Parks' tourism attractions deliver ongoing funding for our environmental, conservation, research, education, and social programs, while also providing significant a contribution to the local, regional, and state economies.

The Nature Parks values diversity and inclusion. We value and respect each other's diverse skills, experience and backgrounds including Aboriginal and Torres Strait Islander Peoples, people with disabilities, people that identify as LGBTIQ+, and disadvantage groups to foster a safe and inclusive culture.

We offer flexible work arrangements for our team, including parents, carers, people with disabilities, and team members impacted by family violence.

The Nature Parks is a child safe environment, and we have zero tolerance for child abuse. All staff are expected to protect children from all forms of harm, in accordance with our Child Protection and Safety Policy and Code of Conduct.

PHILLIP ISLAND NATURE PARKS CORE VALUES

Communication - open and transparent sharing of information coupled with openness in our decision-making that values sharing ideas and consultation

Growth and Development – providing opportunity, embracing new ideas and encouraging personal and professional development

Leadership and Team Work – supporting and inspiring one another, the community, environment and our visitors in everything we do.

Respect and Integrity – treating people and our environment with fairness and integrity

Responsibility – personal ownership of behaviours to create solutions and take action to create a better future for the environment, community and our organisation

Sustainability – a commitment to balance environmental, social and economic interests for now and the future

This is why we are here - **Our Purpose**

To protect nature for wildlife and inspire people to act.

This is what we want to be - **Our Vision**

A place where conservation and ecotourism excellence inspire people to actively protect the environment.

These are the choices we make - **Guiding Principles**

Our organisation is underpinned by three principles which are all integral to our success and guide our decision making:

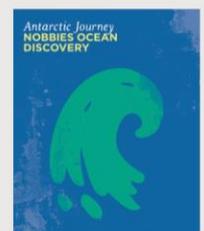
- 1 Nature conservation is paramount.
- 2 Visitor experiences should be authentic and inspire action.
- 3 Financial sustainability is key to our continued success.

CODE OF CONDUCT

Nature Parks employees are equally responsible for the success of the organisation. The organisation promises to create an environment in which all staff members can reach their full potential.

To achieve our success all employees promote our culture through conduct which supports our environment, visitors, suppliers, stakeholders and one another.

We achieve this through employees upholding the visions, values of our organisation, conducting work practices in-line with code of conduct and organisational policies and procedures.





POSITION DESCRIPTION

POSITION TITLE	Visitor Experience Ranger
DEPARTMENT	Visitor Experience
REPORTS TO	Education and Interpretation Coordinator
DIRECT REPORTS	Nil
KEY RELATIONSHIP WITH	<p>Provides Guidance to:</p> <ul style="list-style-type: none"> • Visitors <p>Receives Guidance from:</p> <ul style="list-style-type: none"> • Education and Interpretation Coordinator • Visitor Experience Supervisor • Education and Interpretation Rangers
CHILD SAFE POSITION CATEGORY	<p>Working with Children Check required Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Direct contact - This role involves interacting with, hosting, guiding, presenting to children that are under 18 years.</p>
SALARY	Scale 2 – 7 Day Roster
REVIEWED	April 2022

POSITION OVERVIEW

To provide outstanding visitor experiences through effective delivery of guided tours, viewing stand presentations, learning programs and other activities, at Nature Parks' attractions and reserves. Deliver interpretive experiences walks, tours, learning programs that promote key conservation messages with the aim to inspire people to act for conservation.

JOB SPECIFICATION

KEY RESPONSIBILITIES	DUTIES
Visitor Experience	<ul style="list-style-type: none"> • Provide excellent customer service during guided tours, and other activities, to a diverse range of international and domestic visitors, students and tour groups. • Maintain and share up to date knowledge of the natural and cultural heritage of Phillip Island and key conservation programs at Nature Parks.. • Support delivery of ranger led learning experiences for school groups • Deliver outstanding customer service and positive visitor engagement at the nightly Penguin Parade • Maintain awareness of key market segments and visitor needs • Support coordination and delivery of activities for events • Assist with visitor data collection processes



<p>Interpretation and Tour Guiding</p>	<ul style="list-style-type: none"> • Contribute to product review and development processes • Deliver visitor experience programs in line with Eco Tourism principles, Nature Parks' Interpretation Strategy, and the Connect/Understand/Act (CUA) Model • Prepare and maintain resources and equipment required for delivery of interpretative products
<p>Child Safety</p>	<ul style="list-style-type: none"> • Familiarise themselves with the Code of Conduct, and the Nature Parks policies and procedures in relation to child protection and comply with the requirements • Sign a Child Protection Code of Conduct Agreement annually. • Report any reasonable belief that a child's safety is at risk to the relevant authorities. • Report any suspicion that a child's safety may be at risk to the Chief Warden. • Provide an environment that is supportive of all children's emotional and physical safety.
<p>Governance</p>	<ul style="list-style-type: none"> • Maintain understanding of, and ensure compliance with all values, guiding principles, policies, procedures, authorities and reporting requirements including: <ul style="list-style-type: none"> – Model behaviour that is consistent with the intent, expectations and obligations of these – Identify and report opportunities for improvement – Monitor and report on compliance with policies and procedures – Contribute to the development and update of policies and • Develop and update procedures.
<p>Health, Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Promote a safety-first workplace culture • Ensure the safety of all employees, visitors and contractors by <ul style="list-style-type: none"> – Adhering to safe work method statements. – Complying with and following OH&S work practices. – Identifying and reporting workplace hazards, incidents and near misses • Actively participate in safety and wellbeing activities. • Maintain own self-wellbeing
<p>Workplace Behaviour</p>	<ul style="list-style-type: none"> • Promoting and respecting the practices of equal opportunity, diversity and equity in all the interactions at Nature Parks, which includes internal and external (visitors, contractors and volunteers) groups • Meeting organisational standards in relation to quantity and quality of work performed on an ongoing basis in a manner that is in compliance with all of Nature Parks policies and procedures • Behaving in a way that demonstrates our values, organisational workplace behaviour and code of conduct expectations • Wearing uniform in line with uniform guidelines and present for work with a professional, clean and tidy appearance • Attending and participating in learning and development activities, meetings and maintaining up to date knowledge of activities and events occurring within the Nature Parks



<p>Respect at Work Diversity and Inclusion</p>	<ul style="list-style-type: none"> Actively supporting key diversity and inclusion activities and initiatives through understanding, education, attending internal/external events and being an active bystander in the areas of <ul style="list-style-type: none"> Disability awareness Aboriginal and Torres Strait Islander people cultural safety Gender equality Gender-based violence and; Occupational violence and aggression Support embedding Action Plans by respectfully working with Community Groups
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WORKING AND ENVIRONMENT CONDITIONS

- Availability to work on a 7 day weekly roster, including evenings, weekends, and public holidays and special events.

	Low < 5Kgs and/or < 2 hours duration	Moderate 5-10Kgs and/or 2-6 hours duration	High > 10kgs and/or 6-8 hours duration
Working in an outdoor environment		✓	
Sitting		✓	
Standing		✓	
Walking (including over rough terrain or stairs)		✓	
Squatting / Kneeling / Bending / Twisting	✓		
Pushing / Pulling / Lifting / Carrying / Reaching		✓	
Computer usage (Keyboard/mouse/tablet)	✓		
Use tools (Shovels, hammers, and motorised hand tools)	✓		
Operate machinery (Chainsaws, Tractors, and All Terrain Vehicles)	✓		
Drive a Vehicle (Manual and golf buggy)	✓		

QUALIFICATIONS & CAPABILITIES

<p>QUALIFICATIONS/ CERTIFICATES</p>	<p>Commence employment with Nature Parks and maintain current at all times.</p> <ul style="list-style-type: none"> Working with Children Check Drivers' Licence First Aid Level II and CPR 	
<p>EXPERIENCE</p>	<p>Essential</p> <ul style="list-style-type: none"> Confidence and demonstrated experience in public speaking and/or tour guiding Providing outstanding interpretative tours and visitor experiences to diverse range of visitors Providing positive experiences, information, and advice to a diverse range of visitors including non-English speaking visitors and school groups Proven ability to work with small and large groups of people 	<p>Desirable</p> <ul style="list-style-type: none"> Certificate IV in Outdoor Leadership Experience in development of high-quality tours Undertaking visitor surveys and evaluations Working in the tourism industry



KNOWLEDGE AND SKILLS	<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication skills • Knowledge of Nature Parks' Conservation achievements • Ability to work independently and achieve quality outcomes without direct supervision • Ability to contribute and work as part of a large and diverse team • Awareness of cultural differences and conventions 	<p>Desirable</p> <ul style="list-style-type: none"> •
PERSONAL CAPABILITIES	<p>Essential</p> <ul style="list-style-type: none"> • An interest in wildlife and the environment • Ability to adapt delivery style to meet needs of visitors from diverse cultural backgrounds • Ability to contribute innovative and creative ideas 	<p>Desirable</p> <ul style="list-style-type: none"> •



POSITION DESCRIPTION

POSITION TITLE	Visitor Engagement Ranger
DEPARTMENT	Visitor Experience
REPORTS TO	Visitor Experience Supervisor
DIRECT REPORTS	Nil
KEY RELATIONSHIP WITH	<p>Provides Guidance to:</p> <ul style="list-style-type: none"> • Visitors <p>Receives Guidance From:</p> <ul style="list-style-type: none"> • Visitor Engagement Team Leader • Commercial Team Leader/Coordinator • Visitor Experience Supervisor • Education and Interpretation Coordinator • Visitor Experience Manager
CHILD SAFE POSITION CATEGORY	<p>Working with Children Check required Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Direct contact - This role involves interacting with, hosting, guiding, presenting to children that are under 18 years.</p>
SALARY	Scale 1 – 7 Day Roster
REVIEWED	February 2022

POSITION OVERVIEW

To deliver outstanding customer service and positive engagement to visitors at the nightly Penguin Parade by providing guidance and advice to support the best possible penguin viewing experience. Promote a safe and enjoyable experience for all visitors that also assists the Nature Parks to spread key conservation messages and inspire visitors to act to protect the environment.

JOB SPECIFICATION

KEY RESPONSIBILITIES	DUTIES
Visitor Service & Engagement	<ul style="list-style-type: none"> • Provide excellent customer service to our visitors and stakeholders to deliver high quality experiences • Maintain and share up to date knowledge about the Penguin Parade and other attractions, and key conservation programs at Nature Parks • Maintain awareness of diversity of key market segments and visitor needs • Ability to convey information and assistance in a friendly manner to visitors from a diverse cultural background. • Prepare viewing areas and boardwalks to support a high quality visitor experience.



	<ul style="list-style-type: none"> • Manage guest flow and assist visitors to have the best viewing experience always ensuring visitor safety. • Proactively anticipate and listen to visitor needs and concerns and act appropriately to resolve any issues in a timely manner. • Provide a buggy service for mobility impaired visitors. • Other tasks as required to ensure smooth visitor flow and positive experience.
<p>Child Safety</p>	<ul style="list-style-type: none"> • Familiarise themselves with the Code of Conduct, and the Nature Parks policies and procedures in relation to child protection and comply with the requirements • Sign a Child Protection Code of Conduct Agreement annually. • Report any reasonable belief that a child's safety is at risk to the relevant authorities. • Report any suspicion that a child's safety may be at risk to the Chief Warden. • Provide an environment that is supportive of all children's emotional and physical safety.
<p>Governance</p>	<ul style="list-style-type: none"> • Maintain understanding of, and ensure compliance with, all values, guiding principles, policies, procedures, authorities and reporting requirements including: <ul style="list-style-type: none"> – Model behaviour that is consistent with the intent, expectations and obligations of these – Identify and report opportunities for improvement – Monitor and report on compliance with policies and procedures – Contribute to the development and update of policies and • Develop and update procedures.
<p>Health, Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Promote a safety-first workplace culture • Ensure the safety of all employees, visitors and contractors by <ul style="list-style-type: none"> – Adhering to safe work method statements. – Complying with and following OH&S work practices. – Identifying and reporting workplace hazards, incidents and near misses • Actively participate in safety and wellbeing activities. • Maintain own self-wellbeing
<p>Workplace Behaviour</p>	<ul style="list-style-type: none"> • Promoting and respecting the practices of equal opportunity, diversity and equity in all the interactions at Nature Parks, which includes internal and external (visitors, contractors and volunteers) groups • Meeting organisational standards in relation to quantity and quality of work performed on an ongoing basis in a manner that is in compliance with all of Nature Parks policies and procedures • Behaving in a way that demonstrates our values, organisational workplace behaviour and code of conduct expectations • Wearing uniform in line with uniform guidelines and present for work with a professional, clean and tidy appearance <ul style="list-style-type: none"> • Attending and participating in learning and development activities, meetings and maintaining up to date knowledge of activities and events occurring within the Nature Parks



<p>Respect at Work Diversity and Inclusion</p>	<ul style="list-style-type: none"> • Actively supporting key diversity and inclusion activities and initiatives through understanding, education, attending internal/external events and being an active bystander in the areas of <ul style="list-style-type: none"> – Disability awareness – Aboriginal and Torres Strait Islander people cultural safety – Gender equality – Gender-based violence and; – Occupational violence and aggression • Support embedding Action Plans by respectfully working with Community Groups
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WORKING AND ENVIRONMENT CONDITIONS

- Availability to work on a 7 day weekly roster, including evenings, weekends, and public holidays and special events, and to work across all our sites on an as needs basis.

	Low < 5Kgs and/or < 2 hours duration	Moderate 5-10Kgs and/or 2-6 hours duration	High > 10kgs and/or 6-8 hours duration
Working in an outdoor environment		✓	
Sitting	✓		
Standing		✓	
Walking (including over rough terrain or stairs)		✓	
Squatting / Kneeling / Bending / Twisting	✓		
Pushing / Pulling / Lifting / Carrying / Reaching	✓		
Computer usage (Keyboard/mouse/tablet)	✓		
Use tools (Shovels, hammers, and motorised hand tools)	✓		
Operate machinery (Chainsaws, Tractors, and All Terrain Vehicles)	N/A		
Drive a Vehicle (Manual and golf buggy)		✓	

QUALIFICATIONS & CAPABILITIES

<p>QUALIFICATIONS/ CERTIFICATES</p>	<p>Commence employment with Nature Parks and maintain current at all times.</p> <ul style="list-style-type: none"> • Working with Children Check • Drivers' Licence • First Aid Level II and CPR 	
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • High level customer service experience • Demonstrated experience managing high pressure environments • Demonstrated experience providing positive experiences, information and guidance to a diverse range of cultures and visitors including non-English speaking visitors • Proven ability to work with small and large groups of people • Conflict resolution and de-escalation experience 	<p>Desirable</p> <ul style="list-style-type: none"> • Working in the tourism industry • Public speaking



<p>KNOWLEDGE AND SKILLS</p>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication skills • Ability to contribute and work as part of a diverse team • Ability to work independently and achieve quality outcomes without direct supervision • Awareness of cultural differences and conventions 	<p>Desirable</p> <ul style="list-style-type: none"> • Additional languages
<p>PERSONAL CAPABILITIES</p>	<p>Essential</p> <ul style="list-style-type: none"> • An interest in wildlife, the environment and sustainability • An interest in working with people and in a customer focused environment • The ability to acquire and use new information quickly • Demonstrated good judgement and decision making in managing conflict • Ability to be positive and flexible in a changing environment • Well presented 	<p>Desirable</p> <ul style="list-style-type: none"> •