# Position Details

## Administrative Services- CSOF3

|  |
| --- |
| The following information is for applicants |
| Advertised Job Title | Customer Service Officer - Parkes Visitor Discovery Centre (Part-time) |
| Job Reference | 79246 |
| Tenure | Indefinite - Part-time 4 days/week (incl. one weekend day) |
| Salary Range | AU$67k - AU$85k pa (pro-rata for part-time) plus up to 15.4% superannuation |
| Location(s) | Parkes, NSW |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens and Permanent Residents, currently residing in Australia
* New Zealand Citizens, currently residing in Australia
 |
| Position reports to the | Visitor Services Enterprise Manager |
| Client Focus – Internal | 20% |
| Client Focus – External | 80% |
| Number of Direct Reports | 0 |
| Enquire about this job | Vicki Drazenovic by email Vicki.Drazenovic@csiro.au or phone 02 93724272 |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

CSIRO Space & Astronomy (S&A) is Australia’s premier radio astronomy research organisation and the largest organisation of its kind in the southern hemisphere. S&A operates world-class national facilities at Parkes and Narrabri in NSW, the (NASA DSN) CDSCC space tracking facilities at Tidbinbilla ACT, and the Australian SKA Pathfinder (ASKAP) telescope in the Murchison region of Western Australia. The Business Unit Headquarters are in Marsfield, Sydney.

The Parkes Visitor Discovery Centre is the public face of CSIRO’s Parkes Radio Telescope, ‘Murriyang’. Its primary goal is to provide a stimulating, entertaining and informative environment for the public and school students to learn about Australia’s role in radio astronomy and deep space exploration. The **Customer Service Officers** maintain the day-to-day operations of the Visitor Centre and souvenir shop. The role provides face-to-face interaction with visitors and student groups, shares knowledge, and facilitates exploration of the centre. The position forms part of the core team and represents CSIRO to the Visitor Discovery Centre’s 110,000 plus visitors per year.

The Centre’s key objectives are to educate the public and increase their appreciation and awareness of the facility, and to encourage school students to engage in science, technology, engineering and mathematics (STEM). To achieve these goals and objectives, the centre is designed to provide a high quality and informative display on radio astronomy, the history and role of the facility and the tangible benefits that result from the work done at the observatory.

### The position is available on a part-time basis of four days per week, and a job-share arrangement may be considered, if circumstances permit. We also support flexible working arrangements, however, due to the Visitor Centre operating 7 days per week, the role requires either Saturday or Sunday work each week.

### Duties and Key Result Areas:

* Retail – operate register, handle money/credit cards, maintain stock levels, deliver stock and enter products into the POS system
* Attention to detail – ensure the Visitor Centre is ready to receive visitors each day.
* Respond courteously and efficiently to requests for services, keep clients informed on progress and redirect requests to appropriate staff when required.
* Announce theatre shows over the microphone, and communicate Visitor Centre services and activities to the public.
* Assist booked school groups and interest groups to ensure that they have an enjoyable experience, and (under general direction) communicate the work and history of the Murriyang radio telescope, S&A and CSIRO.
* Under general supervision undertake a range of administrative tasks frequently under specific instruction, in accordance with established procedures and using skills developed through experience and/or training.
* Provide basic instruction and assistance to staff for the purpose of maintaining accuracy and compliance with policy and procedures, relevant to the immediate work area and responsibilities, as required.
* Look for opportunities to generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities, and exercising initiative when applying established procedures.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a motivated team to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Demonstrated experience in customer service, preferably within an information centre or retail environment.
2. Demonstrated high Level interpersonal skills.
3. Proven ability to work both independently and as a member of a cohesive team.
4. A current Class ‘C’ driver’s licence (or equivalent).
5. Availability to work on weekends and during school holiday periods.

## **Desirable:**

1. Experience in the Microsoft Office suite of programs.
2. An interest in science and its communications to the public.

## **Required Competencies**

* **Teamwork and Collaboration:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
* **Influence and Communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

Special Requirements

* The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* This role has child safety obligations. Accordingly, the successful candidate will be required to obtain or provide evidence that they hold a working with children check prior to confirmation of appointment.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Space and Astronomy](https://www.csiro.au/en/Research/Astronomy) for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted