

Position Description

Nangak Tamboree Wildlife Sanctuary – Retail Nursery Assistant (Casual Pool)

Department:	Master Planning, Sustainability and Systems
School:	Infrastructure and Operations
Campus/Location:	Nangak Tamboree Wildlife Sanctuary, Bundoora
Employment Type:	Casual (Sunday to Friday)
Rate of Pay:	HEO2
Position Supervisor:	Business and Engagement Coordinator
Number:	50143308
Working at La Trobe:	www.latrobe.edu.au/jobs/working

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Nangak Tamboree Wildlife Sanctuary – <https://www.latrobe.edu.au/wildlife>

For enquiries contact:

9479 1206 Email: LTWSeducation@latrobe.edu.au

How to apply:

Send a 2-page cover letter (outlining how you demonstrate the required Skills and Experience) and a resume to LTWSeducation@latrobe.edu.au.

Please use “CONFIDENTIAL – Retail Nursery Assistant application” as the subject.

Position Description

Retail Nursery Assistant

Position Context

Nangak Tamboree Wildlife Sanctuary is positioned within the Campus Planning and Sustainability Unit.

The Sanctuary is the Outdoor Laboratory of the University. It is a 50+ year bushland regeneration project focused on the conservation and biodiversity of indigenous flora and fauna. This provides research, teaching and learning and other engagement opportunities for the university and the wider community.

Reporting to the Business and Engagement Coordinator, Retail Nursery Assistants are responsible for providing a high level of customer service to members of the La Trobe and broader community. Retail Nursery Assistants provide advice to customers regarding indigenous plants, creating and processing customer orders, maintaining retail space and cash handling.

Retail Nursery Assistants will be enthusiastic and clear communicators with the capacity to communicate to customers from a range of backgrounds, work autonomously and be able to adapt to changing priorities. They will have a sound knowledge of indigenous plants and be passionate about supporting the community to enhance their backyards biodiversity.

Retail Nursery Assistants are required to be able to work Sundays on a rotational basis. Preference will be given to people who are also willing to represent the Nangak Tamboree Wildlife Sanctuary at a range of community markets and events.

We are currently looking to increase our pool of casual Retail Nursery Assistants.

Duties include:

- Responding appropriately to questions; providing a high level of customer service (email, phone and face to face)
- Provide advice on appropriate indigenous plant and nesting box selection and placement
- Collation and preparation of plant and nesting box orders
- Restocking and maintenance of the retail nursery
- Liaising with production staff to ensure that stock movement processes are maintained
- Processing payments through point of sale system
- Representing Nangak Tamboree Wildlife Sanctuary at local markets and community events
- Actively attend and participate in scheduled trainings, meetings and induction sessions through the year
- Representing La Trobe University and the Nangak Tamboree Wildlife Sanctuary in a positive and professional way

Skills and Experience

Essential:

- Excellent knowledge of indigenous plants of the Greater Melbourne area
- Ability to recommend suitable species for client needs based on multiple factors such as; soil type, aspect, aesthetics, habitat enhancement and provenance.
- Demonstrated high-level written and verbal communication skills, with the ability to liaise with diverse groups, including members of the public, local councils and the land management industry
- Excellent computer skills with experience using a range of programs in the Microsoft Office suite
- Able to work autonomously and adapt to changing situations
- Able to operate effectively in a team, contributing positively to team operations and working relationships

Desirable:

- Diploma or Degree in conservation, botany or related area (or currently working towards)
- Experience in a customer service environment
- Full drivers license (manual)
- Willingness to participate in markets or other community events to sell plants and nesting boxes as well as promote the full range of products and services of the Nangak Tamboree Wildlife Sanctuary
- Experience working with a digitised Nursery Management System or similar stock control database.
- Agricultural Chemical Users Permit (ACUP)

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards;

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.