

POSITION DESCRIPTION

Position Title:	Emerald Lake Park Precinct Ambassador		
Classification:	Band 4	Status	Casual
Group:	Community and Planning Services	Business Unit:	Active and Connected Communities
Reports to:	Emerald Lake Precinct Place Maker		
Direct Reports:	Nil	Date:	November 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- To represent Cardinia Shire Council and provide a high level of customer service to park visitors.
- To foster positive relationships with park visitors through information, education, and resolving issues.
- To record and report issues and concerns to Emerald Lake Precinct Place Maker with the aim to improve visitor experience.
- To walk around the Emerald Lake Precinct (Emerald Lake Park and Nobelius Heritage Park) with the purpose of greeting park visitors, offering information, checking in with park operators, answering questions about the park, assisting visitors and solving problems when required.
- To educate visitors about park etiquette and local laws with the goal of voluntary compliance.
- To carry out other duties as directed, consistent with the skills, training, and qualifications of the position.

KEY RESPONSIBILITIES AND DUTIES

There will be one Park Ambassador on duty per shift. Key responsibilities include, but are not limited to:

- Providing customer information regarding location of activities and amenities

- Help groups to locate and confirm shelter bookings
- Adhere to park visitor safety and ensure vehicle access gates are locked
- Report issues in the precinct to ensure follow up action can be taken promptly
- Assisting in the event of a lost child / adult
- Check the barbecues and toilets are clean and in working order
- Assist visitors with parking ticket machine inquiries
- General inquiries and problem solving as required.
- Assist with Council community events in the park as required
- Remove litter as required
- Other duties as directed by the Emerald Lake Precinct Place Maker.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures, and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the distribution of accurate information to park visitors with a view to providing excellent customer service
- Accountable for taking reasonable care for your own health and safety and that of others affected by your actions
- Willingness to:
 - Wear Council branded polo shirt, hi vis vest and wide brimmed hat while on duty
 - Follow the guidelines, decisions and direction of Cardinia Shire Council's Active Communities team
 - Work in varied weather conditions

JUDGMENT AND DECISION MAKING

- Exercise professional and independent judgement in problem solving and developing positive working relationships with all precinct stakeholders
- Approval from the Emerald Lake Precinct Place Maker is required for decisions that affect Council's budget
- Freedom to act is limited by standards and procedures. The work generally falls within specific guidelines, but with scope to exercise discretion where required.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- Some knowledge of Emerald Lake Park and Nobelius Heritage Park is an advantage.
- This role involves shifts (up to five hours) walking along unsealed tracks, up and down hills and across uneven ground. A good level of fitness is required.
- Demonstrated customer service focus and skills.

MANAGEMENT SKILLS

- Skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS

- Demonstrated ability to be responsive to a range of situations, and to show initiative as

required when precinct visitors require assistance or require education about park etiquette

- Demonstrated high level diplomatic and interpersonal skills
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities
- Ability to relate well with a diverse range of individuals, families, community groups and professionals
- Well developed customer service skills.

QUALIFICATIONS AND EXPERIENCE

- First aid qualification in HLTAID003 and HLTAID001 (cardiopulmonary resuscitation) is preferred
- Ability to communicate in a friendly and effective manner with park visitors and park operators.
- A current and valid Working with Children Check (WWCC) and National Police Check.
- Relevant suitable experience.

KEY SELECTION CRITERIA

- A passion to help people enjoy their park experience and a friendly and approachable demeanour
- Resourceful, reliable and responsible with an ability to work independently
- Good level of walking fitness and a willingness to be on your feet moving around the precinct for extended periods
- Excellent interpersonal skills, including experience in liaising with both park operators and stakeholders and diverse range of park visitors
- Willingness to obtain an Employee Working With Children Check and to undergo a National Police Record Check.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure: This is a casual position during the summer period 2025/2026.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.