

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Wholesale Nursery Horticulturist

Location: 9 Elm Ave, Yarralumla

Classification: General Services Officer 5/6

Reports to: Production or Sales Manager

Position number: P48484 several

Date last reviewed: 10 February 2026

Division: Territory and Business Services

Position requirements: Certificate III in Horticulture or equivalent experience

Business unit: Yarralumla Nursery

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

The City and Environment Directorate (CED) delivers a wide range of services which Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries,

mowing open space, building and managing our roads, footpaths and cycle paths, operating our public transport system, and maintaining many of Canberra's lakes and ponds. A number of the ACT Government's commercial operations are run by CED, including ACT NoWaste, Capital Linen Service, Yarralumla Nursery, and Canberra Memorial Parks.

BUSINESS UNIT OVERVIEW

The historic Yarralumla Nursery is the largest wholesale nursery in the southern tablelands, which has a socially inclusive team of approximately 30 staff. The Nursery propagates and grows over 300,000 cool climate plants annually from its own plant stock and seed bank including local, rare, and endangered species. We sell high quality plants to landscape, wholesale, and retail industries; Landcare groups; and local, state governments, as well, as the Australian Government.

POSITION PURPOSE

As a horticulturist within the Nursery, this role requires a fit and capable person with a high level of horticultural skill who can motivate and positively influence team members to achieve Nursery goals and outcomes. The duties of role can include being responsible for plant production and maintenance, customer liaison and plant sales, as well as day-to-day supervision of a small team of staff, apprentices and volunteers by providing appropriate support and guidance.

This position requires good interpersonal and communication skills to work in a team environment and demonstrate a culture of respect and a desire to achieve customer service excellence

DUTIES / RESPONSIBILITIES

The duties and responsibilities of this position will under limited supervision:

General duties:

- Provide high quality service to all customers and stakeholders visiting the nursery.
- Plan and coordinate the picking, detailing, labelling and maintenance of plants in accordance with Yarralumla Nursery's policies and procedures.
- Use a variety of IT applications and other Systems (e.g. Pronto Software, Nursery Inventory Management System & Labelling Machines), to maintain stock control and stock control records.
- Maintain stock plants, machinery and equipment and nursery grounds including routine cleaning functions associated with nursery hygiene, weeding, watering and fertilising.
- This position involves the training and direct supervision of a small team of staff, including apprentices, volunteers and/or work experience in accordance with Workplace Health and Safety processes and procedures.
- Driving and delivery duties as required.

Detailed duties specific to Production, Propagation and Stock Control Positions

- Implement and monitor pest, weed control, irrigation, fertilising and general maintenance programs for all nursery stock
- Operate and maintain machinery and equipment including spray units, Demtec Potting Machine, front end loader, tractor and electric vehicles.
- Collect and propagate plants from seeds and cuttings; pot and line-out containerised plants and coordinate and monitor contract growing.
- Undertake monthly stocktakes and manage stock movements using the Nursery Inventory Management System.

Detailed duties specific to Wholesale Sales and Dispatch Positions

- Assist the Sales Manager in coordinating daily workflow of tasks for customer orders.
- Plan, coordinate and undertake the picking, detailing, labelling and maintenance of plants.
- Monitor and coordinate complex customer requirements (e.g. deliveries, invoices, payments, orders, estimates, stock movements) and other administrative tasks using nursery management IT software.
- Coordinate and monitor the Plant Issue Scheme to eligible leaseholders.
- Prepare stock and undertake offsite sales promotions to retail customers.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated knowledge and practical experience in tasks associated with wholesale plant sales, nursery production and propagation activities.
2. Demonstrated experience in delivering high quality customer service in a wholesale nursery environment, showing good oral and written communication skills
3. Ability to work under limited supervision individually or as part of a team and experience in the training and supervision of staff.
4. Experience in using IT applications for the preparation of orders, invoices and general reports, showing initiative, reliability and a high attention to detail.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

1. Attained or be willing to obtain a Certificate III in Horticulture in line with the Broadbanding Framework, as part of your initial performance development plan.
2. Driver's licence Class C is essential.
3. This position requires a pre-employment medical prior to employment to ensure the employee has the ability to:
 - a. Lift heavy materials (16-20kg)
 - b. Bend repeatedly
 - c. Carry out a variety of other heavy manual work
 - d. Work outdoors in all seasons

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Wholesale Nursery Horticulturist (position number P48484) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Frequently
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently