

DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES

WESTERN AUSTRALIAN MUSEUM

MISSION

To inspire and challenge people to explore and share their identity, culture, environment and sense of place, and to contribute to the diversity and creativity of our world.

VISION

To be an excellent and vibrant Museum, valued and used by all Western Australians and admired and visited by the world

VALUES

Accountable
Inspirational, Inclusive and Accessible
Enterprising and Excellent
Sustainable

ABOUT THE MUSEUM

The Western Australian Museum is home to the State's scientific and cultural collection, which it makes accessible to the community through research, exhibitions and public programs. It provides opportunities for all West Australians to express their sense of being, celebrate their cultural heritage and identity, and embrace their shared existence. It is a place where people can share stories and experiences. It adheres to principles of mutual understanding and natural justice. The Museum's exploration, research and interpretive work in the sciences and humanities is world leading.

The Museum currently has six public sites: WA Maritime Museum, WA Shipwrecks Museum, Museum of Geraldton, Museum of the Goldfields, and Museum of the Great Southern. The Perth site is temporarily closed while we build the New Museum for WA.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC). The Department facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

DETAILS

Position Title

Visitor Services Officer (Grade 1)

Position Number

13297

Classification Level

Wages Casual

Award/Agreement

Government Services General Agreement

Directorate

Operations Fremantle Museum

Branch/Team

Visitor Services

Physical Location

Fremantle

Effective Date

06.06.19

Employment Type

Casual

REPORTING RELATIONSHIPS

Position reports to

11243, Supervisor Visitor Services

Positions reporting to this position

Nil.

PURPOSE OF THE POSITION

The position's primary role is to enhance the WA Museum's public profile through the delivery of high-quality customer service and positive interaction with the public. The incumbent will assist in delivering successful museum exhibitions and programs through responding to visitor needs and enquiries, providing guided tours, and, when required, assisting with public programs and the setup of special events. On a regular basis, the incumbent will provide customer service to visitors from a range of ages and backgrounds including small children, school groups, older citizens, people with disabilities or special needs, and international visitors.

The position is also responsible for ensuring both safety of our visitors and protection of the Museum collection by patrolling the museum, monitoring security systems, maintaining museum protocols and playing a leading role in the procedures and processes related to emergency situations.

The position operates within the Museum's strategic plan and within the parameters set by the individual site manager. The incumbent must abide by and apply the guidelines and principles of the Western Australian Public Sector Code of Ethics and the Department's Code of Conduct.

STATEMENT OF DUTIES

Provide visitors with a high-quality experience.

1. Provide excellent customer service for visitors, responding to their needs in a professional, courteous and friendly manner.
2. Acquire and continually build knowledge about exhibitions, displays, objects, buildings, commercial operations and public programs in order to facilitate visitor enjoyment, learning and understanding.
3. Maintain a high standard of both personal presentation and within the museum precinct, including but not limited to reception, cleaning of public areas and reporting maintenance issues.
4. Capture visitor feedback, both positive and negative, to assist in improving products and services for visitors.
5. Conduct guided tours and assist with public programs as required.
6. Accurate processing of point-of-sale transactions associated with visitor services.
7. Assist with the setup of special events, functions and activities, all in accordance with good Occupational Safety and Health practice.

Provide a high standard of security and safety for visitors and the museum precinct.

8. Ensure the security of the museum precinct, artefacts, objects and displays by patrolling the museum and monitoring security systems.
9. Ensure safety for both visitors and staff in accordance with Occupational Health and Safety standards. Maintain museum protocols by recording and reporting incidents and accidents.
10. Play a leading role in the procedures and processes related to emergency situations and the evacuation of the buildings.
11. Administer First Aid when and where required.

Continual improvement and development, individually and as a team.

12. Apply the guidelines and principles of the Western Australian Public Sector Code of Ethics and the Department's Code of Conduct.
13. Manage own professional development, in consultation with management, to ensure skills and knowledge remain current.
14. Operate in a flexible and accommodating way and show initiative having regard for the overall needs of the team and the museum.

Other duties as required with respect to the scope of the position.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the DLGSC Code of Conduct;
- Comply with applicable DLGSC policies and procedures, WA Museum policies and procedures, and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential

1. Demonstrated commitment to quality customer service.

Context of criterion (as it applies to this role): A Visitor Services Officer (VSO) delivers high quality customer focussed services in a front-of-house environment and is expected to interact with people in a friendly, courteous and professional manner. A VSO deals tactfully with clients in sensitive situations so that client satisfaction is maintained; assesses the need for interaction with patrons and, where appropriate, respects their need to enjoy their visit unassisted.

2. Highly developed interpersonal and verbal communication skills.

Context of criterion: A VSO has the ability and willingness to work effectively in a team environment and individually, in order to ensure that the museum's priorities are met on any given day, in a safe and punctual manner. A VSO also has the ability to speak publicly to a group of people and conducts visitor tours and assists with visitor understanding of exhibition content.

3. Demonstrated ability to learn, retain and implement procedures as well as knowledge and facts.

Context of criterion: A VSO is required to learn and retain operational procedures and to implement and follow procedures efficiently and effectively including the handling of emergency situations. A VSO also continuously acquires knowledge of the Museum's changing programs, collection and visiting exhibitions.

4. Demonstrated experience in maintaining an observant behaviour in an environment that varies between busy and quiet periods.

Context of criterion: A VSO is able to assess various types of situations, including emergencies, and to respond to these appropriately and possibly under pressure. A VSO performs a discreet vigilance role and maintains security, duty of care and a high level of alertness.

5. Demonstrated ability to carry out regular physical duties.

Context of criterion: A VSO regularly patrols (i.e. walking and standing) galleries for prolonged periods of time and performs lock-up duties which may involve the operation of heavy doors. A VSO also regularly undertakes cleaning duties such as the cleaning of display cases, brassing, vacuuming, and mopping.

6. Demonstrated computer literacy skills.

Context of criterion: A VSO frequently performs tasks using PC-based software such as MS Office (Word, Excel) and email / internet technology. A VSO is also required to become familiar with and operate a computerised point-of-sale and ticketing system as well as EFTPOS.

KEY RELATIONSHIPS/INTERACTIONS

Supervisor Visitor Services
Museum visitors and the general public

KEY CHALLENGES

Nil.

SPECIAL CONDITIONS

Inherent Physical Requirements

The Western Australian Museum has a duty of care to all staff. If a staff member is unable to perform the physical requirements of the role, the Western Australian Museum will take reasonable steps to assist the staff member, or to modify the duties, so that the staff member can continue to perform the role without further detriment to their health or safety.

	<i>Physical Requirement</i>	<i>Frequency</i>
<i>Posture</i>	Standing Walking Sitting at Workstation	Frequent Frequent Occasional-Frequent
<i>Upper Limb/Body</i>	Cleaning duties involving stretching, bending, repetitive movements (e.g. to wrist), Computer Operation Handwriting Lifting and carrying equipment Operating heavy gates and doors	Frequent Occasional Occasional-Frequent Occasional Occasional
<i>Trunk</i>	Twisting in a seated position to access drawers at the desk Bending below the knee	Occasional Occasional
<i>Other</i>	Climbing of stairs Simultaneous talking on the telephone and writing down of notes	Frequent Occasional-Frequent
<i>Work Environment</i>	Indoor partly air-conditioned galleries with carpeted, wooden, tiled or concrete floors Outdoor environment partly uncovered	Frequent Occasional

Appointment is subject to:

1. Eligibility to Work in Australia.
2. A current (within 6 months) National Police Clearance certificate is required.

Training:

1. Complete induction within three months of commencement.
2. Complete any training specific to the role required by Departmental or WA Museum policy.
3. Complete the Department's Accountability and Ethical Decision-Making training within six months of appointment.

REGISTERED
Western Australian Museum
INITIALS BS DATE 6.6.19