

**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**

Customer Relations Officer

**Position Number**

14484

**Classification Level**

2

**Award/Agreement**

PSA 1992/ PSGO CSA GA

**Directorate**

Fremantle Museums and Business Development

**Branch/Team**

Customer Relations

**Physical Location**

Fremantle

**Effective Date**

26/06/2019

**Employment Type**

Permanent, Part Time

## REPORTING RELATIONSHIPS

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### Position reports to

Customer Relationship Management  
Coordinator

### Positions reporting to this position

Nil.

## PURPOSE OF THE POSITION

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To provide high level customer service to members of the public through a dedicated information, ticketing and booking service.

To align the Customer Relationship Management system (CRM) with front line customer service provided to members of the public. This will assist Museum executive and staff to use the CRM to retrieve data that is highly critical to business operations and to take advantage of new business opportunities.

## STATEMENT OF DUTIES

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1. Provide an information, ticketing and booking service to members of the public.
2. Maintain customer information within a specialised Customer Relationship Management database.
3. Process credit card and Eftpos payments in compliance with audit standards.
4. Respond to customer comments and complaints and take appropriate remedial action.
5. Other duties as required with respect to the skills, knowledge and abilities of the employee.

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

## COMPLIANCE AND LEGISLATIVE KNOWLEDGE

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- 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

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### Essential

1. Experience in providing general office administrative support with ability to organise and prioritise tasks effectively.
2. Ability to use computers and a range of application software packages, particularly databases, spreadsheets and word processing.
3. Excellent written and verbal communication skills with ability to confidently present messages in a clear and articulate manner.
4. Excellent interpersonal skills and ability to work in a team environment.

5. Through an understanding of the principles of equal opportunity and diversity, and occupational health and safety, ability to participate in a work environment that encourages mutual understanding and respect of all employees and clients and comply with safe working practices.

### **Desirable**

1. Knowledge of government structures and processes.
2. Experience with Customer Relationship Management software.
3. Experience with Point of Sale systems to take Eftpos and credit card payments.

### **KEY RELATIONSHIPS/INTERACTIONS**

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1. Customer Relationship Management Coordinator
2. Director, Finance & Business Development
3. General Museum staff
4. Members of the public

### **KEY CHALLENGES**

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1. To provide high level customer service to members of the public through a dedicated information, ticketing and booking service.
2. To align the Customer Relationship Management system (CRM) with front line customer service provided to members of the public. This will assist Museum executive and staff to use the CRM to retrieve data that is highly critical to business operations and to take advantage of new business opportunities.

### **SPECIAL CONDITIONS**

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#### **Appointment is subject to:**

1. Eligibility to Work in Australia.

#### **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.
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