



**ABOUT THE WESTERN AUSTRALIAN MUSEUM**

The WA Museum’s mission is to inspire curiosity to explore the past, question the present and shape the future.

Our work is diverse and collaborative; it is local, national and global. We aspire to be a valued, used, and admired organisation by all Western Australians and the world.

WA Museum manages eight locations throughout Western Australia, including the award-winning Boola Bardip in the Perth Cultural Centre. We have a team of dedicated curators undertaking a wide range of research and caring for more than eight million objects for the benefit of future generations.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC).

**OUR MISSION**

Inspiring curiosity to explore the past, question the present and shape the future.

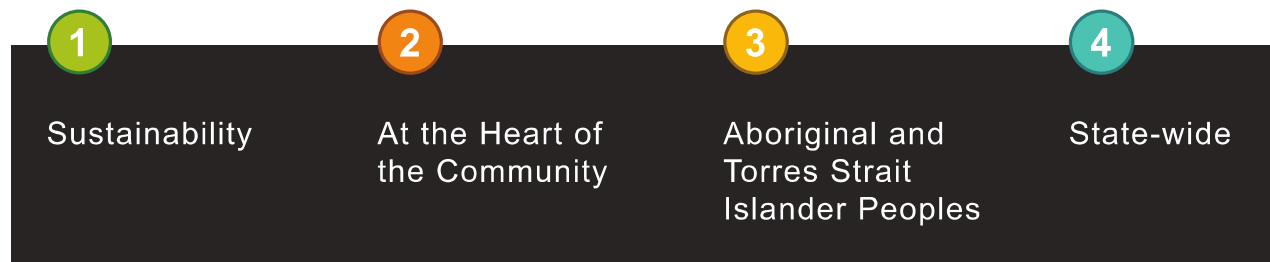
**OUR VISION**

An informed and engaged community working together for a better future.

**OUR VALUES**

- Respectful
- Inclusive
- Accountable
- Enterprising
- Recognition of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

**ORGANISATIONAL PILLARS**





## DETAILS

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**Position Title**

Supervisor Visitor Services

**Position Number**

14680

**Classification Level**

ATT/S

**Award/Agreement**

Government Services (Misc) General Agreement 2022

**Directorate**

Engagement

**Branch/Team**

WA Museum Boola Bardip / Operations

**Physical Location/s**

WA Museum Boola Bardip, Perth

## REPORTING RELATIONSHIPS

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**Position reports to**

Manager Visitor Services L5

**Positions reporting to this position**

- Assistant Supervisor, A/SUP
- Visitor Services officer G2, VSO2 (18x FTE)

## PURPOSE OF THE POSITION

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Coordination of daily visitor services operations including, high presentation standards of exhibition areas, tour guiding, some public programs, admissions, customer service and public liaison, ensures safety and security to the public and museum collection.

Coordination of rosters, timesheets, performance management, administration and training requirements for the visitor service department.

## STATEMENT OF DUTIES

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Daily Staff Supervision and Site Operations:

- Monitors daily operating procedures for the visitor services department.
- Ensures that visitor service staff are provided with sufficient supervision, instruction and equipment to enable them to perform their duties safely and effectively.



## **WORK RELATED REQUIREMENTS**

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Essential

1. Demonstrated understanding of the importance of good customer service and the ability to engage with visitors and staff in a friendly and professional manner.
2. Demonstrated experience in team supervision.
3. Demonstrated high level of problem solving, organisational & time management skills, using a range of computer applications.
4. Highly developed written and verbal communication skills, including conflict resolution.
5. Demonstrated leadership skills in a team environment.

## **SPECIAL CONDITIONS**

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- Working outside normal business hours; may be required to work weekend shifts.

## **APPOINTMENT IS SUBJECT TO**

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- Eligibility to Work in Australia.
  - A current (within six months) National Police Clearance Certificate.
  - A Working with Children Check (WWCC) will be required.
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