

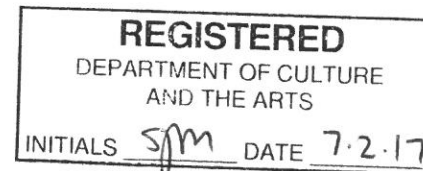


JOB DESCRIPTION FORM



JOB TITLE: Visitor Services Officer	POSITION NUMBER: 11521	CLASSIFICATION: Wages
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AWARD Culture Centre Award 1987 / Government Services (Miscellaneous) General Agreement 2016	EMPLOYMENT TYPE Permanent Part-Time
DIRECTORATE Creative and Regional Development	TEAM Western Australian Museum - Albany
POSITION REPORTS TO Operations Manager, Level 5	POSITIONS REPORTING TO THIS POSITION Nil
<p>PURPOSE OF POSITION</p> <p>This position is part of a motivated and welcoming visitor services team who provide all front of house functions, to enhance visitors' experience of the museum. The position interacts with visitors from a range of ages and backgrounds, including small children, school groups, older citizens, people with disabilities or special needs, and international visitors.</p> <p>The position is responsible for ensuring visitor safety and protection of the museum's collections, and contributes to the cleanliness and presentation of museum sites.</p> <p>Individuals undertake their duties in the context of the Department's Code of Conduct, policies and procedures including the Museum's Customer Service Charter, and relevant Government legislation.</p>	
<p>CONTEXT</p> <p>The Western Australian Museum is positioning itself through scientific and academic excellence, public programs and relevant exhibitions to keep pace with the rapidly changing face of Western Australia. The Museum has made a major contribution to the collection, conservation and research of the State's natural and social history, maritime heritage and the cultural heritage of Indigenous communities in Western Australia.</p> <p>The Western Australian Museum is part of the Culture and Arts Portfolio, brought together by the Department of Culture and the Arts (DCA). DCA is the State Government agency responsible for the Government's support of management and development of arts and culture in Western Australia.</p>	





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<p>STATEMENT OF DUTIES</p> <ol style="list-style-type: none"> 1. Perform welcoming front of house interactions with the Museum’s visitors, including guided tours and support for the Museum’s public programs and events. 2. Undertake security duties related to the Museum sites, displays and collections, including patrols of buildings, displays and all public areas. 3. Clean showcases in exhibition areas and other miscellaneous cleaning duties as required. 4. Respond to public enquiries in person and via telephone. 5. Attend to shop and customers, and maintain an attractive retail environment. 6. Use a point of sale system to accurately receipt shop sales donations, payment for education and public programs and venue hire. 7. Perform front of house duties for special events and functions as required. <p>Other duties as required with respect to the skills, knowledge and abilities of the employee.</p>	<p>Compliance and Legislative Knowledge</p> <ul style="list-style-type: none"> ▪ Comply with Culture and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation. ▪ Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
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REGISTERED
 DEPARTMENT OF CULTURE
 AND THE ARTS
 INITIALS *SPM* DATE *7.2.17*



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<p>WORK RELATED REQUIREMENTS (SELECTION CRITERIA)</p> <p>Essential</p> <ol style="list-style-type: none"> 1. Demonstrated commitment to quality customer service. 2. Demonstrated capacity to work as part of a team 3. Ability to speak in public and provide accurate visitor information and historical details. 4. Good written communication skills. 5. Ability to undertake security and cleaning duties. 6. Ability to use automated retail systems and attention to detail with finances. 7. Understanding of Equal Opportunity and Occupational Health and Safety principles. <p>Desirable</p> <ol style="list-style-type: none"> 1. Knowledge of Western Australian natural, social or cultural history or knowledge of south west region. 2. First Aid Certificate. 	<p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> 1. Team members. 2. Visitors and members of the public from a diverse range of backgrounds and experiences. 3. Official visitors.
	<p>KEY CHALLENGES</p> <p>Nil</p>
	<p>SPECIAL CONDITIONS</p> <ol style="list-style-type: none"> 1. A current (within 6 months) National Police Certificate will be required. 2. Occasional work outside normal business hours.
	<p>LOCATION</p> <p>Albany.</p>

Manager Signature: **Date:**/...../..... **Employee Signature:** **Date:**/...../.....

