



JOB DESCRIPTION FORM

JOB TITLE: Visitor Services Officer	POSITION NUMBER 11533	CLASSIFICATION: Wages
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AWARD Government Services (Misc) General Agreement 2016	EMPLOYMENT TYPE Casual
DIRECTORATE Creative and Regional Development	TEAM Museum of the Goldfields Operations
POSITION REPORTS TO Supervisor, ATT/S	POSITIONS REPORTING TO THIS POSITION Nil

PURPOSE OF POSITION

The position's primary purpose 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 set-up 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.

CONTEXT

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.

The Western Australian Museum is part of the Culture and Arts Portfolio, brought together by the Department of Local Government, Sport and Cultural Industries (DLGSC). DLGSC is the State Government agency responsible for the Government's support of management and development of arts and culture in Western Australia.





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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 Department's 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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<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 Goldfields history. 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> <ol style="list-style-type: none"> 1. Nil.
	<p>SPECIAL CONDITIONS</p> <ol style="list-style-type: none"> 1. A current (within 6 Months) National Police Clearance Certificate will be required.
	<p>LOCATION</p> <p>Kalgoorlie.</p>

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

