



JOB DESCRIPTION FORM

JOB TITLE: Supervisor	POSITION NUMBER 11243	CLASSIFICATION: Wages
AWARD Cultural Centre Award / GSGA	EMPLOYMENT TYPE Permanent, Full Time	
DIRECTORATE Fremantle Museums and Business Development	TEAM Fremantle Museums Operations	
POSITION REPORTS TO Operations Manager, L5	POSITIONS REPORTING TO THIS POSITION Visitor Services Officer Grade 1 (6.7 FTE) Visitor Services Officer Grade 2 (5.5 FTE)	
PURPOSE OF POSITION 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.		
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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STATEMENT OF DUTIES

1. Daily Staff Supervision and Site Operations

- 1.1 Monitors daily operating procedures for the visitor services department.
- 1.2 Ensures that visitor service staff are provided with sufficient supervision, instruction and equipment to enable them to perform their duties safely and effectively.
- 1.3 Coordinates staffing including the preparation of rosters, timesheet administration, special functions, exhibitions and events, and absences to meet operational requirements.
- 1.4 Assists the site manager with data collection.
- 1.5 Coordinates visitor service staff, including performance management, training, and recruitment in consultation with the Site Operations Manager.
- 1.6 Coordinates cleaning team staffing including the preparation of rosters and timesheet administration to meet operational requirements.

2. Public Liaison and Interpretation

- 2.1 Coordinates and implements interpretative experiences.
- 2.2 Conducts interpretive experiences as required.
- 2.3 Ensures that a high standard of service and hospitality is provided for visitors, clients and stakeholders.
- 2.4 Responds to verbal visitor enquiries and complaints in accordance with WAM procedure.
- 2.5 Liaises with other departments and external service providers as required.

3. Liaises with other departments and external service providers as required

- 3.1 Coordinates procedures for opening, operations during opening hours and closing of the museum.
- 3.2 Ensures that staff and visitor security and safety procedures are maintained in museum and associated buildings, including compliance with safe work practices and museum policy.
- 3.3 Reports on incidents and accidents involving members of the public and/or staff.
- 3.4 Acts as a Chief Warden, Assistant Warden or Warden in emergency situations.

4. Other duties

- 4.1 Other duties as required having regard for the skills, knowledge and abilities of the employee
- 4.2 Oversees admissions, cash handling, point-of-sale and reconciliation procedures.

Compliance and Legislative Knowledge

- 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 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. <p>Desirable</p> <ol style="list-style-type: none"> 1. Experience in point-of-sale and demonstrated understanding of the importance of following cash-handling procedures. 2. Qualifications or experience in a tourism or cultural heritage Environment. 	<p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> 1. Members of the public (museum visitors) 2. Staff within the team and staff in other teams 3. Contractors and other external stakeholder
	<p>KEY CHALLENGES</p> <ol style="list-style-type: none"> 1. Supervising the Visitor Services Team across two Fremantle sites. 2. Managing moving priorities that arise from daily operations. 3. Ability to alter interpretive experiences to respond to visitor needs.
	<p>SPECIAL CONDITIONS</p> <ol style="list-style-type: none"> 1. A current national Police Certificate will be required prior to commencement of employment, as per the Department's Record Screening Policy. 2. Working outside normal business hours.
	<p>LOCATION</p> <p>Fremantle Sites – WA Maritime Museum and WA Shipwrecks Museum.</p>

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

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

