



JOB DESCRIPTION FORM

JOB TITLE: Assistant Supervisor	POSITION NUMBER 11871	CLASSIFICATION: Wages
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AWARD Cultural Centre Award / GSGA	EMPLOYMENT TYPE Permanent, Full Time
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DIRECTORATE Fremantle Museums and Business Development	TEAM Fremantle Museums Operations
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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)
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PURPOSE OF POSITION

Assists with the 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. Assists with the coordination of rosters, timesheets, performance management, and 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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<p>STATEMENT OF DUTIES</p> <p>1. Daily Staff Supervision and Site Operations</p> <p>1.1 Undertakes day to day supervision of Visitor Services staff and reports to the Visitor Services Supervisor as required.</p> <p>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.</p> <p>1.3 Assists the Visitor Services Supervisor with staff coordination and administration including the preparation of rosters, timesheet administration, special functions, exhibitions and events, and absences to meet operational requirements.</p> <p>1.4 Assists the Visitor Services Supervisor with the management of daily operations of the Visitor Services team, including the supervision of special functions, exhibitions and events as required.</p> <p>1.5 Assists with supervising the cleaning team to meet operational requirements.</p> <p>2. Public Liaison and Interpretation</p> <p>2.1 Assists in the coordination and implementation of interpretative experiences.</p> <p>2.2 Conducts interpretive experiences as required.</p> <p>2.3 Ensures that a high standard of service and hospitality is provided for visitors, clients and stakeholders.</p> <p>2.4 Responds to verbal visitor enquiries and complaints in accordance with WAM procedure.</p> <p>2.5 Liaises with other departments and external service providers as required.</p>	<p>3. Liaises with other departments and external service providers as required</p> <p>3.1 Supervises procedures for opening, operations during opening hours and closing of the museum.</p> <p>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.</p> <p>3.3 Assists in gathering information on incidents and accidents involving members of the public and/or staff.</p> <p>3.4 Acts as a Chief Warden, Assistant Warden or Warden in emergency situations.</p> <p>4. Other duties</p> <p>4.1 Other duties as required having regard for the skills, knowledge and abilities of the employee.</p> <p>4.2 Oversees admissions, cash handling, point-of-sale and reconciliation procedures.</p> <p>4.3 Manages and undertakes cleaning of galleries.</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"> Demonstrated understanding of the importance of good customer service and the ability to engage with visitors and staff in a friendly and professional manner. Experience in a supervisory role. Problem solving, organisational & time management skills, using a range of computer applications. Well-developed written and verbal communication skills, including conflict resolution. <p>Desirable</p> <ol style="list-style-type: none"> Experience in point-of-sale and demonstrated understanding of the importance of following cash-handling procedures. Qualifications or experience in a tourism or cultural heritage Environment. 	<p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> Members of the public (museum visitors). Staff within the team and staff in other teams. Contractors and other external stakeholder.
	<p>KEY CHALLENGES</p> <ol style="list-style-type: none"> Assisting with the Supervision of the Visitor Services Team across two Fremantle sites. Managing moving priorities that arise from daily operations. Ability to alter interpretive experiences to respond to visitor needs.
	<p>SPECIAL CONDITIONS</p> <ol style="list-style-type: none"> A current national Police Certificate will be required prior to commencement of employment, as per the Department's Record Screening Policy. 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:**/...../.....

