

JOB DESCRIPTION FORM

JOB TITLE: Supervisor	POSITION NUMBER 14291	CLASSIFICATION: Wages – ATT/S
AWARD Culture Centre Award 1987 / GS (Misc) GA 2016	EMPLOYMENT TYPE Permanent, Part Time	
DIRECTORATE Creative and Regional Development	TEAM Site Operations Geraldton	
POSITION REPORTS TO Operations Manager, L5	POSITIONS REPORTING TO THIS POSITION Visitor Services Officers – Part Time x 3 Visitor Services Officers - Casual (multiple)	
PURPOSE OF POSITION Supervising visitor service staff; preparing rosters and time sheets, co-ordinating and undertaking cleaning and general maintenance of Museum buildings and ground; supervision and organisation of Museum retail outlet; public liaison, tour guiding; day-today administration of the Museum of Geraldton.		
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. Supervises Visitor Service Staff</p> <p>1.1. Undertakes day-to-day supervision of visitor service staff at the Museum of Geraldton.</p> <p>1.2. Assists with the personnel administration of staff.</p> <p>1.3. Prepares staff rosters, including rostering for special functions and contractors. Makes recommendations to the Manager on extra staff hours and applications for leave. Checks and confirms time sheets and forwards them to the Department.</p> <p>1.4. Trains staff in Visitor Service duties and procedures.</p> <p>1.5. Ensures that staff are suitably attired in uniforms during all opening hours and special functions. Undertakes uniform replacements and related allowances in consultation with the Manager.</p> <p>2. Supervises the functions of the Museum Shop</p> <p>2.1. Checks and reconciles daily receipts and takings. Maintains stock records and other administrative tasks related to the shop.</p> <p>2.2. Liaises with Visitor Service Officers and the Manager regarding re-ordering stock and new stock items. Consults with suppliers, orders stock, supervises pricing procedures and ensures a regular turnover of stock.</p> <p>2.3. Supervises and undertakes yearly stock-take and reconciliation.</p> <p>2.4. Ensures that stock is displayed to best advantage.</p> <p>3. Undertakes and co-ordinates security of Museum objects and buildings and ensures the safety of employees and the public.</p> <p>3.1. Supervises procedures for opening, operations during opening hours and closing of Museum.</p> <p>3.2. Ensures that staff and public safety procedures are established and maintained, including compliance with safe work practices by staff.</p>	<p>3.3. Supervises and undertakes regular security system checks including staff tests and regular evacuation drills.</p> <p>3.4. Maintains key schedule.</p> <p>3.5. Maintains first aid kits and other safety apparatus.</p> <p>4. Conducts and co-ordinates tours and other special events.</p> <p>4.1. Co-ordinates and conducts tours of the Museum and exhibition.</p> <p>4.2. Oversees arrangements for functions and other special events in consultation with the Manager.</p> <p>5. Public Liaison</p> <p>5.1. Ensures that a high standard of hospitality is provided for visitors/clients.</p> <p>5.2. Answers public inquiries and passes public inquiries on to the Manager where necessary.</p> <p>5.3. Maintains public attendance records for the Museum of Geraldton.</p> <p>6. Liaises with the Manager, Visitor Service Staff, other WA Museum staff and other government and corporate organisations as required.</p> <p>7. Monitors and checks physical condition of Museum of Geraldton exhibitions, buildings and grounds.</p> <p>7.1. Monitors and reports faults or damage to the exhibitions, buildings or grounds to the Manager. Maintains records of faults and damage.</p> <p>8. Other duties as directed.</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 experience in effective team management and the ability to lead and work with a small team. 2. Demonstrated ability to undertake administrative duties including demonstrated skills with information technology including Microsoft Office programs. 3. Demonstrated ability to deal with the public in a friendly, courteous and helpful manner. 4. Ability to co-ordinate day-to-day activities at the Museum of Geraldton. 5. Demonstrated experience in retail management. 6. Good oral and written skills. 7. Demonstrated working knowledge, commitment and application of Equal Employment Opportunity and Occupational, Safety and Health legislation and principles relating to the workplace. <p>Desirable</p> <ol style="list-style-type: none"> 1. Experience in tour guiding. 2. Knowledge of Western Australian Mid-West history. 3. Experience in a museum environment and a knowledge of museum practices. 	<p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> 1. Staff within team, manager, other staff members 2. Customer relationships 3. Branch Staff 4. Suppliers
	<p>KEY CHALLENGES</p> <p>Nil</p>
	<p>SPECIAL CONDITIONS</p> <p>Week-end work required as per fortnightly roster.</p>
	<p>LOCATION</p> <p>Geraldton</p> <div style="border: 2px solid black; padding: 10px; text-align: center;"> <p>REGISTERED</p> <p>Western Australian Museum</p> <p>INITIALS: SJM DATE: 23.01.2019</p> </div>

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