

WA Museum Perth

VISITOR SERVICES OFFICER (VSO) role description

PURPOSE OF THE POSITION

The VSO's role is to:

- Provide a welcoming environment and high-quality experience for Museum visitors – it is the public face of the Museum.
- Ensure the safety of visitors and staff within the Museum and the security of the Museum collection
- Work in a team environment with a solutions driven work ethic.

STATEMENT OF DUTIES

Provide visitors with a welcoming environment and a high-quality experience.

- Provide excellent customer service for visitors, responding to their needs in a professional, courteous and friendly manner.
- Assist and deliver tours, interpretive programs, and assist with the delivery of education programs that contribute to visitors' understanding and enjoyment of the Museum.
- Present information to visitors in an engaging and educational manner, ensuring accuracy and respect for the cultural and historical significance of exhibits.
- Working alone and in small teams in a flexible and accommodating way that considers the overall needs of the work team and the Museum.
- Gather visitor feedback, to assist in improving visitors' experiences.
- Maintain a high standard of personal presentation and ensure the Museum precinct is well maintained. This includes but is not limited to minor cleaning and reporting maintenance issues.
- Attend to any problems with gallery multimedia, try to identify the problem to either resolve (through resetting or rebooting the system) or report for appropriate attention.
- Assist visitors to use the Museum's Digital Platform.
- Assist with the setup of special events, functions and activities.
Provide a high standard of security and safety for visitors and the Museum precinct.
- Solution driven to resolve issues as required within the scope of the role.

ABOUT THE ROLE

The Museum operates 7 days a week including most public holidays. Operating hours 9.30am – 5.00pm

The VSO's are rostered positions required to fulfil the requirements of the Museum. Penalties apply for weekend, after-hours work. The roster will be a 4 week rolling roster system.

It is intended for training to commence Sept 2020 and opening Nov 2020.