



Position profile

Position information

Classification	APS Level 2
Position title	Questacon Assistant
Division	Questacon
Branch	Operations
Section	Centres
Location	Canberra, ACT
Security classification	N/A
Other requirements	<ul style="list-style-type: none"> • Police check • Working with vulnerable people check • Current first aid certificate

Why join our team?

At Questacon, we strive to promote greater understanding and awareness of science and technology within the community. We're committed to making that experience fun, interactive, and relevant. Our objective is to raise science awareness through a range of engaging and educational science and technology experiences. We achieve this by delivering a vibrant centre, with well targeted exhibitions, programmes and activities, underpinned by excellent customer service.

What we're looking for

- Enthusiastic, team-oriented individuals with experience in proactively engaging in quality customer service.
- The ability to administer first aid (where required) and consciously maintain a safe environment for colleagues and the public.
- The availability to undertake shift work, with hours varying between 8.30am and 9.00pm over a 7-day roster.
- Ability to wear and maintain your own Questacon uniform.

The impact you'll have

- Visitors to the centre will feel welcome, engaged and informed in/of Questacon's programs and initiatives
- Customer enquiries through the information desk will be responded to
- Gallery Assistants and Volunteer Explainers will be coordinated and supported (some duties may require continuous movement throughout spaces)
- Daily financial reconciliations will be met thanks to your high accuracy and adherence to established policies and procedures
- The public's safety will be maintained, as you will implement emergency and security procedures, as required.

- Your professionalism will ensure the APS Values and Code of Conduct, Questacon Capability Framework and Standard Operating Procedures are adhered to.

Responsibilities

The Questacon Assistant is responsible for:

- Creating an engaging, interactive and entertaining experience for our visitors by delivering consistently excellent levels of customer service.
- Displaying a high level of professionalism at all times and welcoming, engaging and orientating visitors and groups to the Centre.
- Coordinating visitor entry and movement within Questacon. This requires exceptional communication and coordination skills and a positive attitude.
- Overseeing staff movements in galleries and ensuring prompt rotations of Gallery Assistants in alignment with visitation.
- Maintaining a high level of product knowledge for Questacon's offerings, exhibits and retail products.
- Effectively use Questacon's point of sale and operating systems to ensure an efficient and smooth transaction for our visitors both at the ticket desk and retail store.
- Proactively engaging in self-development opportunities to encourage knowledge growth.
- Displaying professionalism and foresight at all times and having the capacity and willingness to escalate issues as required.

Sound like you? Apply now!

You are required to complete your application online.

In no more than 750 words, provide a pitch explaining how your skills, knowledge and experience will be relevant to this role and why you are the best candidate for the position. You should try and align your application to the job description.

You are also required to provide your current CV with your application. (CVs must be in .doc, .docx, or .pdf format).

Learn more about Questacon

Check out the links on the left-hand side of the page for more useful information about a career with the Department of Industry, Science, Energy and Resources.

Contact information

For more information regarding this opportunity, please email recruitment@industry.gov.au.