

Department of State Growth

Statement of Duties

Position Title:	Visitor Services Officer
Position number:	Various
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band I
Division/branch/section:	Cultural & Tourism Development / Tasmanian Museum & Art Gallery
Location:	Hobart
Employment status:	Fixed Term/Casual
Supervisor:	Manager Visitor Operations

Position Objective

Welcome visitor's in a friendly, courteous and professional manner and assist with their enquiries by providing accurate information regarding museum and art gallery services, exhibitions and programs. Monitor visitor activity to ensure adherence to museum policies and procedures.

Major Duties

- Provide a high level customer service to visitors. Anticipate and respond to the needs of visitors, providing information relating to TMAG services, exhibitions and public programs in a proactive and professional manner.
- Monitor visitor activity to ensure appropriate behaviour by guests to allow other visitors to appreciate the displays.
- Attend to, and report on, any situation which requires incident or emergency management plans to be activated.
- Maintain the cleanliness of public spaces, exhibitions and displays. Report exhibition maintenance requirements in a timely fashion.
- Assist exhibition, registration and conservation staff with the installation and maintenance of exhibitions.
- Maintain information in operational registers and complete basic record keeping tasks.
- Perform other duties as envisaged by the assigned band under the relevant industrial award or agreement and in accordance with the skills, competence and training of the occupant.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

The occupant is responsible for maintaining the security of the museum and art gallery buildings, the protection of the collections on display and the safety and enjoyment of visitors to the facility. Guidelines and procedures to assist the occupant with these outcomes are well established.

The occupant is expected to:

- to present a positive image of the museum and art gallery at all times
- exercise initiative to proactively protect collections on display
- to participate in training sessions to assist in their ongoing professional development for exhibition interpretation
- be available to regularly work after hours and weekends.

Visitor Service Officers will report to the Visitor Service Coordinator but will work under close direction and supervision of the daily front of house supervisor.

Tasks are routine and according to existing policies and procedures with strictly limited scope and discretion. However, the nature of the work will allow for periods of limited supervision on occasions.

Selection Criteria (Knowledge and Skills):

The Department of State Growth insists on a collaborative and consultative approach, especially involving integrity, respect and openness in dealing with others and believes teamwork, effective communication and professionalism are essential in achieving higher quality outcomes.

The selection criteria outlines the skills and behaviours that are needed to carry out the role successfully.

1. Provide a high standard of customer service including the ability to be consistently courteous and helpful.
2. Excellent interpersonal and communication skills including the ability to communicate with people from a culturally diverse background.
3. Ability to respond appropriately to visitor enquiries, provide assistance in relation to the interpretation of displays and exhibitions, including those that may contain confronting or contentious content.
4. Personal skills of initiative, flexibility, friendliness and motivation coupled with the ability to work effectively with the public and in a team environment.
5. Demonstrate an understanding of the principles of security, safety and cleanliness within a tourism and educational environment used by the general public.
6. Capacity to acquire knowledge about museum activities, exhibitions, policies and procedures.

Position Requirements

Pre-employment

The Head of the State Service has determined that the person nominated for this role is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. The following checks are to be conducted.

- I. Conviction Check
 - Crimes involving dishonesty

Desirable

- A current First Aid qualification from a recognised provider or ability to obtain a First Aid qualification within the first three (3) months of commencing employment.
- Prior experience in a customer service focused role would be considered an advantage.

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the **Courage to Make a Difference** through:

- **Teamwork** – our teams are diverse, caring and productive
- **Respect** – we are fair, trusting and appreciative
- **Excellence** – we take pride in our work and encourage new ideas to deliver public value
- **Integrity** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo).

The Tasmanian Museum and Art Gallery is a seven day operation, which provides public access for seven days a week without appointment. The occupant maybe required to work outside the hours of 8.30am to 4.15pm to meet operational requirements.
