

Museum of Brisbane

Position Description

Position Title **Visitor Experience Team**

Reports to Visitor Experience Lead

Purpose of Position

Museum of Brisbane Visitor Experience Team members ensure a fun, positive and engaging visitor experience for all visitors. You are the face of the Museum, welcoming visitors into the exhibition spaces and ensuring the safety of both artworks and visitors. You are responsible for promoting the Museum program, as well as providing informative and engaging tours to a diverse range of people.

The role is varied and encompasses a number of duties throughout the course of a workday.

General responsibilities and duties:

- Reporting directly to Visitor Experience Lead or Visitor Experience Team Supervisor Assistant in their absence
- Undertake daily WHS pre and post set up and emergency checklist procedures
- Welcome all visitors, inform them of current and future exhibitions, events and programs
- Provide the highest quality visitor experience for all visitors and promote an inclusive, welcoming and vibrant community environment
- Understand and interpret exhibition content for tours and presentations
- Assist in the operation of the Museum program, activities and events
- Ensure the professional physical presentation of all areas of the Museum and conduct regular checks of all public areas, reporting maintenance and cleaning issues promptly.
- Monitor all activities within the Museum to ensure the integrity and security of exhibitions and visitor safety
- Follow evacuation procedures in the event of an emergency and assist visitors
- Assists with the collection of visitor research and feedback via surveys including complaints
- Assist with condition reporting and assist with environmental condition reporting as required
- Contribute to the ongoing development of company policies and procedures
- Welcome visitors and direct them to cloak coats, bags, umbrellas and other personal belongings in the self-cloaking lockers.
- Take all safety measures when performing duties to ensure the safety of yourself and others, and comply with Museum of Brisbane's WHS management system, Museum policies and procedures and WHS Government legislation

Clock Tower Lift tour guide

Specific responsibilities and duties include:

- Ensures punctuality and delivery of professional, informative and friendly clock tower lift tours
- In the case of a specific emergency situation, this position is a designated Floor Warden / Area Warden or First Aid Officer

Brisbane City Hall and Organ & Auditorium tours

Specific responsibilities and duties include:

- Ensures punctuality and delivery of professional, informative and friendly City Hall / Organ & Auditorium tours
- In the case of a specific emergency situation, this position is a designated Floor Warden / Area Warden or First Aid Officer

Museum and Gallery roamer

Specific responsibilities and duties include:

- Ensures delivery of professional, informative and friendly interaction with visitors, utilising roaming procedure guidelines throughout Gallery and Museum spaces
- In the case of a specific emergency situation, this position is a designated Floor Warden / Area Warden or First Aid Officer

Exhibition Ticketing assistant

Specific responsibilities and duties include:

- Exhibition ticket processing and register reconciliation at end of day.
- Exhibition invigilation including ensuring effective crowd management
- In the case of a specific emergency situation, this position is a designated Floor Warden / Area Warden or First Aid Officer

Retail

The primary role of this position is to provide superior customer service at the same time realising KPI merchandise targets.

- Processing sales and balancing register at end of day
- Ensuring excellent presentation of merchandise
- In the case of a specific emergency situation, this position is a designated Floor Warden / Area Warden or First Aid Officer

Specialty Skills

In addition to all of the duties above, Visitor Experience Team members may hold special skills in the following areas -

- Age appropriate group facilitation; proven history of experience in delivering education experiences
- On-site and off-site group facilitation; proven history of expertise in delivery of content specific tours and talks for diverse audiences
- Art and craft group facilitation; proven history of expertise in delivery of art and craft activities
- Event facilitation: proven history of experience in event delivery including hospitality / catering

Visitor Experience Team Supervisor Assistant – weekends and weekdays as required

After successfully completing at least three months' continuous service with the Museum and undertaking a compulsory training group session with First 5 Minutes, you may be considered for training in this role.

Responsibilities and duties include:

- Welcoming and farewelling all visitors to the Museum including allocation of tickets as required
- Coordination of front of house administrative duties including those specific to Museum pre-open, open and post open
- Audits cloakroom at the end of the day to ensure clearance of all cloaked items, and the cloakroom area is clean and tidy
- Coordination of daily WHS pre and post set up and emergency checklist procedures
- Coordination of work health safety [WHS] daily toolbox meeting with all front of house team
- Coordination of and completing the WHS VET Daily Report and distributing as required
- Coordinating the positions of team members as listed above
- Contributing to the ongoing development of the VETSA and Visitor Experience Team manual
- In the case of a specific emergency situation, this position is the designated Area Warden

Selection criteria

The successful applicant will demonstrate all or most of the following:

- 2-3 years proven experience in a customer service role
- Knowledge or genuine interest in visual arts and social history
- Excellent communication and interpersonal skills, including sound negotiation skills and the ability to communicate effectively with a range of culturally diverse visitors
- Ability to work without direct supervision
- Leadership skills and a commitment and ability to work within a close-knit team
- Understanding of security issues with regard to artwork and safety of people and be comfortable directing others in emergency situations
- A commitment to the flexible hours that are inherent in the arts

Essential

- Blue Card Certification
- Current Floor Warden and First Aid Certification training will be provided
- This role works across a seven-day rolling roster, with weekend work