

<b>Position Title:</b>	<b>Visitor Experience Officer</b>
<b>Department:</b>	<b>Engagement</b>
<b>Reports To:</b>	Visitor Experience Lead
<b>Direct Reports:</b>	n/a
<b>Salary Range:</b>	<b>Grade 3 Amusement, Events and Recreation Award</b>

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### About Museum of Brisbane

The Museum of Brisbane (MoB) is dedicated to celebrating the stories, places, and people of Brisbane. As the City's leading social history and art museum, MoB offers a vibrant, inclusive and dynamic program of exhibitions and programs year-round for locals and visitors to the City.

### Purpose of Position

Museum of Brisbane Visitor Experience Officers ensure a welcoming, positive, and engaging visitor experience for all visitors. You are the face of the museum, welcoming a diverse range of visitors and providing informative and engaging guided tours about social history and exhibitions, and providing safety and accessibility support to all visitors. As a VEO you also participate in the delivery of public programs and events.

### Key Responsibilities

- Customer service and front of house duties, delivering a welcoming and safe visitor experience.
- Providing information to support the visitor experiences including social history and contemporary perspectives of the city, visuals and other art/creative insights across exhibitions, tours, events, and programs.
- Provide the highest quality of visitor experience for all visitors and promote an inclusive, accessible, and vibrant environment.
- Understand and interpret exhibition content ensuring the delivery of professional, informative, and friendly tours for City Hall, Clock Tower, exhibitions, Learn and public programs.
- Undertake daily WHS procedures to ensure the safety of both artworks and visitors.
- Monitor galleries to ensure the displays and museum spaces are well maintained, safe, and functioning properly, reporting any issues promptly to appropriate personnel.
- Collect feedback from visitors through surveys and report to appropriate personnel.
- Support MoB Shop including sales transactions, cash handling and customer service.
- Ticketing operations for special exhibitions, including processing tickets sales, memberships and provide informative and engaging customer service.
- Take all safety measures when performing duties to ensure the safety of yourself and others and comply with Museum of Brisbane's Workplace Health and Safety (WHS) policies, procedures, and Government legislation.
- Other duties from time to time as required.

If selected for further training, the below additional duties also apply:

- Deliver and facilitate educational programs, including tours, workshops, and crafts activities.
- Duty manager, ensuring seamless operations, oversee staff rostered on the day and address customer needs fostering and environment where all individuals feel welcomed and valued.

**Selection Criteria**

- Two years previous experience in a customer service role
- Passion for art, history, and culture, with desire to share knowledge and inspire others.
- Excellent communication and interpersonal skills, with the ability to interact effectively with diverse audiences.
- Ability to work without direct supervision in a close-knit team in a fast-paced environment.
- Understanding of security issues regarding safety of visitors and being comfortable directing others in emergency situations.

**Required**

- Blue Card Certification.
- First Aid and Floor Warden Certification (provided during the training).
- Able to meet the physical demands of this role with long periods of time standing, walking including up and down stairs, talking, and working in an ever-changing high sensory environment.
- A commitment to the flexible hours that are inherent in the arts, including weekends, evenings and holidays as required.