

# POSITION SUMMARY



## MUSEUM ASSISTANT FRONT OF HOUSE (CC565 & CC562)

<b>Directorate</b>	Cultural and Community Services
<b>Section</b>	Museum Unit
<b>Classification</b>	Band 1, Level 3, Grade 3
<b>Position Status</b>	Permanent part-time
<b>Commencing Salary Range</b>	\$24.85 per hour - \$26.11 per hour plus weekend loading
<b>Reports to</b>	Museum Coordinator AFMM
<b>Direct Reports</b>	Nil
<b>Work Location</b>	Australian Fossil and Mineral Museum Howick Street

<b>Position Purpose</b>
<p>The main purpose of the position is to provide high quality customer service to the visitors of the Museum.</p> <p>The successful candidate will support the day to day operations of the museum providing administrative and retail management assistance to the Museum Coordinator. They will also provide guidance to the museum’s volunteers.</p> <p>The ideal candidate will have a passion and knowledge of minerals and fossils and day to day operations of working in a Museum or Tourism environment.</p>

<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• To provide high quality customer service and project a positive image of the Museum and Bathurst Regional Council through helpful, polite, friendly and informative communication with visitors.</li> <li>• To assist in the operation of the Museum’s retail outlet through quality customer service, merchandising, cash handling, stocktaking and supporting the Museum Coordinator in identifying and achieving retail targets.</li> <li>• To promote and protect the Museum’s collection and day to day operations by following protocols and procedures including opening and closing, appropriate conservation, surveillance, cleaning and monitoring of exhibits.</li> <li>• To assist in the staging of events/functions and public programs as requested by the Museum.</li> </ul>

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

## Selection Criteria

### Essential

- Ability to provide high quality customer service and a positive image of the Museum and Bathurst Regional Council.
- Retail experience, including cash handling, shop presentation skills and stocktaking.
- Demonstrated experience in dealing with people in a polite, friendly and informative manner.
- Demonstrated ability to be self-motivated and undertake tasks unsupervised.
- Experience supervising other people.
- Ability to work cohesively in a team environment providing positive input into the work environment.
- Computer skills, including word processing, maintaining databases, web and social media platforms.

### Desirable

- Experience working in a museum or tourist operation.
- Current Drivers Licence.

## Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

## Employment Conditions

- **Position CC562** -12.75hrs per week. Monday and Tuesday 11.00.am to 3.00 pm, Sunday 9.45 am – 2.30 pm. Salary range \$316.92 - \$332.97 plus loading for Sunday hours
- **Position CC565** – 18.25hrs per week. Wednesday to Friday 11.00.am to 3.00 pm and Saturday 9.45 am – 4.30 pm. Salary range \$453.64 - \$476.60 plus loading for Saturday hours
- Ability to work across sites
- Probationary period of 4 months
- Four weeks annual leave
- Long Service Leave after 5 years
- Superannuation of 9.5% paid by Council
- Medical (including drug and alcohol screening) and audio required as part of selection process.

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