

POSITION SUMMARY

CASUAL MUSEUM GUIDE (CS558)

Directorate	Cultural & Community Services
Section	Museum Unit
Classification	Grade 3 Band 1 Level 3
Position Status	Casual
Commencing Salary Range	\$31.85 - \$ 33.46 per hour
Reports to	Museum Coordinators
Work Locations	Australian Fossil and Mineral Museum, National Motor Racing Museum, Chifley Home & Education Centre

Position Purpose

This position forms part of the newly established Museums Unit within Bathurst Regional Council that includes the Australian Fossil and Mineral Museum, National Motor Racing Museum, Chifley Home and the soon to be established Bathurst Rail Museum. The Casual Museum Guides position will provide high quality visitor experiences and customer service under the supervision of the Museum Coordinators and Audience Engagement Officer.

Key Responsibilities

The major purposes of this job are:

- To provide high quality customer service and project a positive image of the Museums and Council through helpful, polite, friendly and informative communication with visitors.
- To enhance the visitor experience by providing high quality, creative and enthusiastic guided tours to a diverse range of audiences visiting the Museums.
- 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 and monitoring of exhibits.
- To assist in the staging of events/functions and public programs as requested by the Museum's Coordinator and Audience Engagement Officer.

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 Criteria

- Ability to provide high quality, creative and enthusiastic customer service reflecting a positive image of the Museum and Bathurst Regional Council
- Education/Guiding experience covering a range of topic and audiences
- Experience in undertaking research for the development of visitor information and tours
- Demonstrated experience in dealing with people in a polite, friendly and informative manner
- Ability to be self-motivated and undertake tasks unsupervised
- 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
- Current Working with Children Check

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

- Hours of work are as required and on a rostered basis at Chifley Home. All other museums hours of work will be as needed and can include weekdays, weekends and evenings.
- Probationary period of 4 months.
- 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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